

Rashon Kanous

Data Specialist

Zion, IL

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Utilize my professional workby experience and skills while contributing to the company's overall success.

BRIEF PROFILE:

Motivated, strategic individual who possess quality work ethics, enjoys being a team player, and actively contributing 100%, ensuring goals set are accomplished.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Data Specialist

Tapfin (Quill) - May 2012 to April 2014

Using company software and extensive knowledge of excel to maintain website

- Analyzing and processing data for online items (e-commerce)
- Provide internal customer service
- Responsible for training new employees as needed
- Assist in creating sufficient and accurate processes as well as execution to enhance a better and effective experience

Customer Service Representative

THERMO-FISHER - Vernon Hills, IL - April 2006 to October 2011

Assisted with all daily operations in processing quotes, reporting, efficiently and effectively utilizing Microsoft Office Suite

- Liaison between key customers, outside sources and internal departments
- Contributed as key player in multiple department projects
- Negotiated fair and reasonable pricing, ensuring order completion and closure
- Presented outstanding daily customer service to both internal/external customers

Customer Service

LTD COMMODITIES - Lincolnshire, IL - May 2002 to March 2006

Provided consistent and outstanding customer service

- Administered and coordinated orders received externally-AS400-SAP
- Maintained accurate daily reports
- Assisted team members with inbound/outbound phone calls, minimizing call volume
- Created and conducted monthly performance reviews with direct reports
- Contacted financial institutions are required for prompt resolution
- Assisted and resolved inquiries from external customer on order discrepancies
- Collected and processed past due payments; Approved/Denied customer orders

EDUCATION

Certificate in Business

College of Lake County - Grayslake, IL

Communication

Illinois Center for Broadcasting - Lombard, IL

SKILLS

microsr word, excel powerpint and windows (2 years)

ADDITIONAL INFORMATION

SKILLS SUMMARY:

- Microsoft Suite proficient with advanced computer skills
- Heavy sales, marketing, customer service and data entry background
- Excellent customer service, problem solving, and analytical skills
- Strong written, oral, interpersonal, and communication skills
- Ability to multi-task and work efficiently under minimal to no supervision