

Reena Gill
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OBJECTIVE:

To obtain a full-time position and utilize my skills in reviewing business operations and recommend automated solutions that can expedite in achieving company's goals. Offers exceptional ability to proactively communicate and collaborate with external customers to analyze business information needs.

EMPLOYMENT

CUSTOMER SERVICE REPRESENTATIVE at XPO LOGISTICS (Temp) Jun 2019

- Bill shipments pursuant to applicable tariffs and pricing agreements
- Recognize and resolve documentation errors
- Assist customers with inquiries, including tracing shipments, rate quotes, tariff discrepancies and billing and invoicing questions
- Perform general clerical duties as assigned, including answering and directing phone calls, filing, data entry and billing
- Process over, short and damaged freight and related documentation for customer resolution
- Establish a plan to align service partners for success in execution
- Maintain, update and utilize account profiles to ensure that the requirements are documented
- Analyze incoming orders to determine if the team can handle the order under quoted constraints of the customer agreement; offer alternative solutions if needed
- Act as a champion for the customers to fulfill, meet and exceed their expectations; represent the voice of the customer
- Make sure the account profile information is an accurate representation of the customer's service
- Experience in Hawaii and Canada shipment.

**IT SOFTWARE ANALYST at Jackson National Life
Lansing, MI**

Aug 2016-Nov 2018

- Supporting in planning, designing, and development of business processes
- Providing recommendations in enhancing and expediting business activities
- Collecting, compiling, and interpreting business data and drafting reports
- Monitoring and ensuring software contract compliance and performance between departments and vendors.
- Work with leadership, business groups, and accounting staff to analyze and resolve complex issues associated with software licensing rights
- Performed research and analysis on Asset Management reporting to ensure data quality
- Maintain expertise in understanding company's products, selling and licensing models.
- Teaming up with Compliance Group for audit purposes
- Conducting clients' meetings, understanding and integrating their business needs into technology
- Developing test procedures, test plans, and test cases for clients
- Working closely with development team and testing software release
- Excellent analytical, problem-solving, written, and verbal communication skills
- Technical curiosity and interest in systems development

**DATA/IT ASSET ANALYST at Kelly Services/STATE OF MICHIGAN -
Lansing, MI**

Mar 2010-May 2014

- Create best-practice reports based on data mining, analysis, and visualization
- Evaluate internal systems for efficiency, problems, and inaccuracies, developing and maintaining protocols for handling, processing, and cleaning data
- Work directly with management and users to gather requirements, provide status updates, and build relationships
- Audit Software applications licensing and manage license renewal process with the vendors
- Assisted in planning of purchasing new hardware/software and office goods.
- Receive, direct and relay telephone messages and fax messages
- Maintain the general filing system and file all correspondence
- Assist in the planning and preparation of meetings and video conferences
- Maintain an adequate inventory of office supplies
- Respond to public inquiries
- Provide word-processing and secretarial support
- Prepare Excel spreadsheets and data formatting
- Analyze competitor and industry data to develop strategic insights, drive business decisions

KEY SKILLS:

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- Proficient in Office 365, Microsoft suite including VISIO and SHAREPOINT
 - Excellent skills in working with Excel, database software and statistics
 - Knowledge of Microsoft SQL Server/MYSQL and SQL queries.
 - Ability to analyze the issues and derive proper conclusions using advanced techniques.
 - Excellent analytical, problem solving, and organizational skills
 - Experience technical expertise in end-user computing.
 - Experience supporting Microsoft operating systems
 - Experience with common enterprise applications including the Microsoft Office suite.
 - Experience supporting Apple hardware and software
 - Excellent technical troubleshooting abilities.
 - Ability to implement business needs into technology
 - Superior presentation skills and report-drafting abilities
 - Familiarity with collecting, and compiling business data, and drafting reports
 - High degree of initiative, ability to learn, understand, and identify solutions
 - Strong communication skills, including written, verbal, and presentation skills
 - Experience in DOT audit, Truck, trailer and equipment rental at U-haul
 - Experience in Price negotiation
 - 7+ years of customer service experience
 - Experience in dispatching and routing.

EDUCATION:

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- **Bachelor in Business Administration Supply Chain Management/ Human Resource**
EASTERN MICHIGAN UNIVERSITY- DEC 2015
 - Associates Degree- information technology Henry Ford Community College- AUG 2009