

REID MORTON

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720.984.4696

Professional Summary

Detail-oriented and resourceful business professional with 5+ years of experience in customer service, procurement, and sales support across fire protection and industrial supply sectors. Proven ability to improve processes, manage purchasing operations, and support cross-functional teams. Recognized for clear communication, dependable execution, and building strong internal and external relationships. Seeking to contribute value in a supply chain, operations, or customer success role.

Work Experience

Fabrication Project Specialist

Viking SupplyNet-Denver, CO

May 2025 to August 2025

Manages complex customer orders from start to finish, including all open orders, quotes, returns, claims, pricing discrepancies, expedited purchases/orders, loose material substitutions, etc.

Manages all elements in creating customer quotes, including loose material, stock listing, fabrication, etc. Determines margins, freight costs, pipe costs, and other financial elements that directly impact branch profitability based on pre-defined pricing strategies.

Manages daily production meetings, including developing the load schedule, production schedule, reviewing open back orders and expected receipts and truck schedule with other facility managers.

Customer Service Representative

Viking SupplyNet

June 2024 to August 2024

- Processed orders, quotes, returns, and credits efficiently while maintaining high customer satisfaction.
- Partnered with departments including fabrication, inventory, and warehouse to fulfill customer needs.
- Resolved order, billing, and shipment discrepancies by coordinating across internal teams.
- Engaged with internal training systems to maintain strong product and service knowledge.

Purchasing Agent

Frontier Fire Protection

March 2023 to June 2024

- Negotiated pricing and implemented process improvements, reducing procurement costs.
- Ensured timely delivery coordination between vendors, job sites, and warehouses.
- Communicated supply timelines with project teams and leadership.

Purchasing Agent / Accounting Clerk

Front Range Fire Protection

August 2023 to April 2024

- Managed purchasing of stock and project-specific materials.
- Performed accurate data entry for accounts payable and daily cash receipts.
- Handled petty cash funds and maintained vehicle fleet records.

Inside Sales Representative

Ferguson Fire & Fabrication

August 2021 to March 2023

- Maintained strong client relationships, including key accounts, to support repeat business.
- Delivered product, pricing, and order support, ensuring satisfaction across the sales cycle.
- Partnered with sales teams to understand and meet client requirements.

Resident Assistant

Western Nebraska Community College

August 2015 to May 2016

- Oversaw resident well-being and enforced community standards.
- Managed front desk operations and handled incident response.

Education

Marketing (Bachelor of Science)

Metropolitan State University of Denver-Denver, CO

January 2016 to December 2019

General Studies (Associate of Arts)

Western Nebraska Community College-Scottsbluff, NE

January 2014 to December 2016

Skills

- Hand tools
- CRM software
- Technical Proficiency
- Inventory turnover analysis
- Mechanical knowledge
- HR sourcing
- B2B
- Analysis skills
- Materials management
- Adobe Acrobat
- Supplier management
- Cross-Functional Teamwork
- Math
- Commercial building projects
- Resume screening

- Heavy lifting
- ATS
- Transportation management systems
- Cost control
- Organizational skills (8 years)
- Loyalty programs
- Forklift
- Sales pipeline
- Sourcing
- Sales cycle tracking
- Purchasing & Procurement
- Social media content
- Public speaking
- Accounting support
- Barcode scanning for logistics
- Account management
- Sales analysis
- B2C
- Sales revenue tracking
- Environmental services
- AI
- Critical thinking
- Accounting software
- Door-to-door
- Document control within manufacturing industry
- Data Entry & Financial Reconciliation
- Managing customer accounts
- Geometry
- CRM system proficiency
- Oracle
- Customer support specialist experience
- Vendor relationship management
- Microsoft Access
- Just-in-Time
- FIFO
- Process Improvement
- Team building
- Social media training
- Social media analytics reporting
- Sports

- Continuous improvement
- Order entry
- Problem-solving
- Technical sales
- Construction
- Editing
- Inside sales
- Direct sales
- Microsoft Excel
- Teamwork
- Production planning
- Vendor management
- Social media strategy
- Order & Inventory Management
- Sales negotiation
- Leadership
- Social media communication
- Computer literacy
- Conflict management
- Sales strategy
- Sales technology adoption
- Six Sigma
- HubSpot
- Phone etiquette
- Customer service
- First aid
- Customer relationship management (4 years)
- Product lifecycle management
- Hospitality
- Research
- Closing sales
- Writing skills
- Office experience
- Grammar Experience
- Warehouse experience
- Vendor relationship building
- B2B sales
- Growth marketing strategy
- Supplier relationship improvement
- Construction estimating

- Staff scheduling
- Vendor manager experience
- Inventory management systems
- Procurement
- Customer communication
- Recruiting
- Multitasking
- Materials handling
- ERP systems
- Microsoft Powerpoint
- Industrial equipment (2 years)
- Shipping & receiving
- Windows
- Product development
- Spreadsheets
- Team leadership
- Social media engagement
- Commercial construction
- TikTok
- Retail emergency response
- Professional email communication
- Productivity software
- Achieving sales targets
- Project team coordination
- Store opening procedures
- Title processing
- Analytical thinking
- GAAP
- Buyer experience
- Microsoft Word
- Project coordination
- Automotive parts and accessories knowledge
- Cash handling
- Procurement contract negotiation
- Oracle HCM
- Training & development
- Interpersonal skills
- Retail math
- LIFO
- Vendor contracts

- QuickBooks
- Time management
- Active listening
- Algebra
- Microsoft Office
- Customer service management
- Manufacturing
- Attention to detail
- Bluebeam
- Word processing
- Dealership experience
- Budget management
- Client invoicing
- Project management
- Accounting and finance experience
- Customer satisfaction tracking
- Excel formulas
- Handling customer inquiries
- Clerical experience
- POS systems
- Cycle counting inventory management
- Sales growth tracking
- Sales goal setting
- Inventory demand forecasting
- Inventory management software
- Plumbing (Less than 1 year)
- Social media analysis
- Computer networking
- Forecasting
- Marketing
- Climbing
- Culinary experience
- DOT (Department of Transportation) regulations
- Data collection
- Supply chain management
- Social media marketing
- Order fulfillment
- Communication skills (8 years)
- Typing
- Supply chain

- Strategic promotions
- Inventory control
- Contracts
- Mobile devices
- Correspondence management
- Demand planning
- Inventory management
- Social media trend analysis
- Social media brand management
- Cost accounting
- Budgeting
- Fleet management
- Electric pallet jack
- Administrative experience
- Deal closing
- Growing experience
- Computer hardware
- Task prioritization
- Computer operation
- Social media advertising
- Talent acquisition platforms
- Supplier relationship management (SRM)
- Business development
- Packaging
- JD Edwards
- Food service
- Microsoft Outlook
- Pivot tables
- Purchasing
- Negotiation
- Collaboration
- Canva
- Retail management - Retail management experience (Less than 1 year)
- Management
- Root cause analysis
- Filing
- Computer skills
- Ability to follow instructions
- Sage
- Dispatching

- Data analysis skills
- Program management
- Salesforce
- Succession planning
- Appointment scheduling
- Digital Marketing
- Customer lifetime value tracking
- Gross profit margin tracking
- Employee scheduling software
- Regulatory compliance
- Sales management
- Retail marketing campaigns
- Microsoft Office Suite | ERP Systems
- Vendor-managed inventory (VMI)
- Retail industry recruitment
- Technical Product Knowledge
- Sales lead qualification
- Performance management
- Accounts receivable
- Financial records management

Languages

- English

Certifications and Licenses

Food Handler Certification

Driver's License