

Richard Concannon

Philadelphia, PA 19111

teslafan69696_xhz@indeedemail.com

+1 484 506 4741

- Knowledge of customer service, including customer satisfaction.
- The ability to communicate information and ideas in speaking and writing so that others will understand.
- Self-motivated, detail oriented, quick learner who understands loyalty and confidentiality.
- Skilled in managing my time and developing specific goals and plans to prioritize, organize, and accomplish my tasks.
- Skilled using Microsoft Word, Excel, Eclipse, and NEMRA Sales Assistant.

Work Experience

Warehouse Associate

Topaz Lighting

May 2018 to May 2020

Offloaded delivery trucks, prepared and placed inventory into stock. Prepared orders by pulling inventory, checking orders, and preparing them for shipment both locally and nationally. Checked orders for picking and assisted customers with local pick-ups and returns. Maintained open communication with both colleagues, as well as, customers regarding product delivery and pick-up.

Customer Service Associate

Aerotek Staffing, Inc.

September 2017 to February 2018

Provided support to Medicare Advantage members, while transitioning existing members into alternate cost-saving plans. Made outbound courtesy reminder to calls to clients and backed-up coworkers as necessary.

Customer Service Associate

People Share/Optum, Inc.

June 2016 to December 2016

Answered telephone calls from a nationwide database of AARP members, including processing premium payments. Helped members by answering questions specific to their accounts. Enrolled Medicare eligible clients into supplemental health plans where applicable.

Collections Representative

NCB Management, Inc.

October 2014 to September 2015

Assisted in collection of past due accounts for a national credit card company maintaining the Federal guidelines. Negotiated settlements and made payment arrangements with consumers which included a large volume of outbound telephone calls.

Quotations Manager

Envoy Lighting

December 2012 to March 2014

Received and processed all customer quotation requests, miscellaneous crossover requests and value engineering opportunities. Technical support with wiring diagrams, installation instructions, etc. Sought out new vendor opportunities, made recommendations for cost-saving alternatives, and negotiated pricing to help close orders on jobs ranging from \$25,000 to \$500,000. Assisted customer service in processing quotations that were converted into purchase orders. Maintained records and collaborated with other departments as necessary.

Lighting Sales Specialist

Griffith Electric Supply Co., Inc.

December 2010 to June 2012

Entered orders, expedited operations, processed Distributor RGA requests, and project quotation requests. Provided technical support while maintaining individual customer files, and negotiating pricing for jobs. Participated in training and assisted other departments when required. Processed counter sales and handled the maintenance at the Robbinsville Branch.

Experience (Continued)

Inside Sales/customer Service Associate

Wm. B. Bleiman Sons, Inc.

February 2008 to February 2009

Entered orders, expedited operations, processed Distributor RGA requests, and project quotation requests. Provided technical support while maintaining individual customer files, and fulfilled customer literature requests. Worked with outside sales staff to promote the lines we represented.

National Accounts Coordinator

West Philadelphia Electric Supply Co./US Lighting, Inc.

August 1994 to April 2008

Entered orders, expedited operations, processed RGA requests, and customer quotation requests, including pricing and availability. Prepared store fixture material proposed based on blueprints, provided technical support, maintained stock levels based on store projections and coordinated delivery of materials with project managers and freight carriers. Assisted in promoting features and benefits of the company, assisted in obtaining and maintaining new business relationships, provided suggestions to customers for cost/energy savings, and participated in factory training and National trade shows.

Purchasing Agent

Peninsular Electric Distributors, Inc.

August 2003 to January 2008

Maintained adequate inventory levels, expedited operations, and processed Distributor RGA requests. Set up new vendors, assisted with receiving and billing discrepancies while helping to establish and reach supplier targets. Maintained counter merchandise displays and worked with vendors to rotate stock.

Participated in vendor training sessions and reducing inventory dollars while increasing inventory.

Inside Sales/customer Service Associate

Metra Associates, Inc.

September 2002 to August 2003

Entered orders, expedited operations, processed Distributor RGA requests, and project quotation requests. Provided technical support while maintaining individual customer files, and fulfilled customer literature requests. Worked with outside sales staff to promote the lines we represented.

Inside Counter Salesman

Consolidated Electrical Distributors, Inc.

October 2001 to September 2002

Entered orders, processed RGA requests, managed counter sales, purchased inventory for special orders and direct shipments, project quotation requests, while receiving and stocking merchandise.

Customer Service Coordinator/quotations

Lighting Dynamics, Inc.

April 1998 to October 2001

Entered orders, processed RGA requests, project quotation requests, and customer quotation requests, including pricing and availability. Prepared store fixture material proposed based on blueprints, expedited orders, assisted in maintaining literature and sample rooms, while attending factory training.

Education

Bachelor of Arts in Psychology

PENNSYLVANIA STATE UNIVERSITY

Skills

- Purchasing
- Eclipse
- Order Entry
- Inside Sales