

Robin Wells

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Presenting over 20 years experience with a broad background in account management and customer service. A solutions-oriented professional with a strong 'customer first' philosophy.

Known as a resourceful problem-solver with the ability to perform against tight deadlines and work efficiently with people at all levels. I am recognized for my strong verbal and written communication skills, creativity, attention to detail, and organizational ability.

A team player, acknowledged as 'Total Quality Customer Service Professional' with the ability to train, motivate, and supervise customer service employees.

Authorized to work in the US for any employer

Work Experience

Procurement Specialist I

CommonSpirit via Insight Global - Littleton, CO
March 2022 to June 2023

- Run Open PO report and follow up on open POs with the vendors.
- Process incoming emails including PO confirmations, price discrepancies, backorder notices, shipping and tracking information.
- Complete ETA requests from MBO and/or buyers.
- Complete resolution reports.
- Create and submit POs for rush orders.
- Follow up on unconfirmed EDI orders.
- Revise and resend POs with invalid pricing or vendor.
- Relay information between vendors, buyers, and MBOs.
- Navigated Lawson procurement applications.
- Demonstrated for the team how to write clear, informative PO notes.

Administrative Assistant/Receptionist

Reentry Rehabilitation Services LLC - Lakewood, CO
September 2018 to March 2022

- Edit, format, and distribute formal reports to clients
- Answer incoming calls and direct callers to appropriate people
- Assist counselors with information gathering
- Prepare formal correspondence to clients
- Miscellaneous office tasks and errands as required for the counselors

Administrative Assistant

Startek - Greenwood Village, CO
February 2021 to February 2022

Sort all mail sent to corporate headquarters, scan and email to global recipients. Print and mail check runs. Print and mail batches of letters for US destinations. Other administrative tasks as required.

Purchasing Specialist

Valiant Products Corporation - Denver, CO
September 2015 to June 2018

Created purchase orders from sales orders for large hospitality projects and submitted them to vendors. Worked closely with the vendors, project management, and sales representatives to resolve problems concerning pricing, lead time, quantities, approvals, and any other issues.

Revised purchase orders as directed by project management.

Tracked purchase order through shipping and invoicing, keeping project management and sales departments up to date at all times.

Maintained files for all original paperwork related to purchase orders; sales orders, design sheets, vendor quotes, etc.

Developed and maintained relationships with vendors as first point of contact with them.

Customer Service Representative

Aceray LLC - Denver, CO
February 2014 to June 2015

Answered incoming calls and emails from customers and potential customers. Provided information on products,

ordering procedures, order status, and any other inquiries.

Supported field reps by providing product information, preparing official quotes, shipping finish samples, and forwarding

leads. Provided any other assistance requested in order to complete sales.

Entered orders, including detailed custom furniture instructions, and assisted customers in providing all necessary information.

Received custom upholstery fabric, matched it with the appropriate order, and forwarded it to the correct factory in Italy.

Assisted the company owner, product specialist, and customer service reps as necessary.

Maintained contact with customers from order placement through delivery, resulting in positive relationships and repeat orders.

Customer Service Representative

Dog Handler - Denver, CO
January 2009 to September 2013

Greeted customers and received their dogs into the daycare.

Maintained customer accounts and received payments.

Quickly and effectively solved customer challenges.

Supervised up to 30 dogs, managed cleaning, feedings, medications, and recognized dogs that required special handling.

Observed unusual behaviors, injuries, illness, and reported back to the owners and business owner promptly.

Maintained quality control and was constantly seeking new ways to improve customer service.

Manager & Sales Clerk

She She Boutique - Denver, CO
March 2002 to September 2009

Managed the retail boutique of a local designer, merchandising and displays, special events, and day to day operations.

Assisted with fittings for custom clothing, completed hand sewn details such as beading and appliqués.

North American Marketing Communications Coordinator

Orica USA Inc - Watkins, CO
March 2001 to April 2002

Wrote, edited, and distributed internal communications to all North American employees via e-mail, newsletters, and intranet. Oversaw the prompt translation and distribution of information to the French speaking areas of Canada. Wrote and edited news stories for internal global distribution. Prepared press releases as required by department heads.

Monitored news clipping services and forwarded relevant items to the appropriate department directors. Worked closely with all departments to ensure the timely release of pertinent information to all corporate and field personnel. Acted as liaison between field personnel and corporate departments, ensuring that communication was kept open and up to date.

Account Coordinator

Orica USA Inc - Watkins, CO
March 2000 to March 2001

Coordinated all aspects of customer service involving the ordering and safe shipping of high explosives, mainly to the east coast regions of the US and Canada.

Earned certifications from the Department of Transportation and the Bureau of Alcohol and Firearms. Verified all ordering and shipping documentation to ensure that legal and safety requirements were met at all times.

Re-established customer confidence by developing and maintaining close contact, proactively addressing any possible concerns, and resolving issues promptly.

Played a pivotal role in upgrading my department's job grade, thus creating a more productive and professional environment.

Was a member of a 24 hour on call service to handle any shipping emergencies and ensure that, in case of accident, all appropriate state agencies were notified and appropriate safety actions were taken by the trucking companies and Orica personnel.

Account Manager

NationsWay Transport Service - Denver, CO
January 1998 to November 1999

Secured and retained accounts in undeveloped markets leading to increased revenue and greater customer awareness.

Gathered data for competitor research projects which led to pricing policy review. Quoted domestic and international

freight rates by working closely with partner carriers to ensure price and service standards. Developed price quotation

instruction manuals for field office personnel.

Education

Certificate in Public Relations & Journalism

Concordia University - Montréal, QC

1997

Skills

- Microsoft Office (10+ years)
- Procurement
- Certified Life Coach (1 year)
- Order Entry
- Writing Skills
- Cognitive Behavioral Therapy
- French
- Reiki Master Certification (2 years)
- Emotional Freedom Technique (EFT) Tapping Practitioner Certification (Less than 1 year)
- Neuro-Linguistic Programming (NLP) Certification (2 years)
- Customer service
- Purchasing
- Pricing
- Order entry
- Sales
- Public relations
- Merchandising
- Procurement
- Account management
- Customer relationship management
- Cash handling
- Front desk
- Accounts receivable
- Clerical experience
- CRM software
- Customer retention
- Communication skills
- Microsoft Word
- Microsoft Excel
- Management
- AS400
- Organizational skills

- Customer support
- Marketing
- Microsoft Office
- Relationship management

Certifications and Licenses

driver's license

Certified Neuro Linguistic Programming Practitioner

April 2019 to Present

Certified Cognitive Behavioural Therapy Practitioner

February 2019 to Present

Assessments

Administrative assistant/receptionist — Proficient

July 2023

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Attention to detail — Proficient

July 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Office manager — Proficient

July 2023

Scheduling and budgeting

Full results: [Proficient](#)

Basic computer skills — Proficient

July 2023

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

December 2020

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

November 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Scheduling — Proficient

July 2023

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

Inside sales — Proficient

September 2020

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Work motivation — Proficient

December 2020

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Administrative support professional fit — Completed

February 2022

Measures the traits that are important for successful administrative support professionals

Full results: [Completed](#)

Data entry: Attention to detail — Proficient

February 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Verbal communication — Proficient

July 2023

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Customer service — Proficient

July 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

Customer focus & orientation — Proficient

July 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.