

Traci Olsen

Staff Account Manager - Seagate

Longmont, CO 80503

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(303) 882-1229

Work Experience

Staff Account Manager

Seagate - Longmont, CO

2012 to Present

- Responsible for managing customer accounts through conference calls, emails and other means of communication.
- Manage bi-monthly material and capacity planning forecasts.
- Manage fulfillment allocation issues and escalations.
- Work closely with supply chain and factory on delivery of products.
- Build collaborative relationships on multiple organizational levels, with managers, partners and peers from across all functional lines.
- Assist Sales Representatives in providing quotes to customers and forecasting.
- Process incoming sales orders from various customers.

OEM Inside Sales Representative/Sales Support

Engineering Data Products Holdings LLC - Broomfield, CO

2005 to 2012

- Process incoming orders from OEM and end users using web ordering tool.
- Answer incoming calls from existing customers and end users about EDP products.
- Tracking products through the supply chain to ensure that they have arrived at their destination
- Educate and make weekly calls to existing and potential OEM, Resellers and End Users about products and services with EDP.
- Produce revenue reports and weekly shipments reports for management to review.
- Process quotes and enter I Soft front sales tool.

Sales Administrator

Quantum Corporation - Boulder, CO

2001 to 2005

- Interfaced with OEM sales and provided sales support for all customer requests.
- Coordinated shipment of product with master scheduler and downloaded information into database value chain web tool.
- Assisted account management with forecasting shipment reports on key accounts.
- Supported sales on reporting of customer data and produced revenue reports.
- Generated return material authorizations when needed and generated credit memo's to customers as needed.

Order Processing Coordinator

Carrier Access Corporation - Boulder, CO

1999 to 2001

- Processed customer orders generated from distributors and direct accounts.
- Interacted with operations and shipping for scheduling product.
- Coordinated special pricing for customers and had daily contact with customers via phone or email on pricing and availability on existing orders.
- Generated daily and weekly backlog and shipping reports for the sales department.

Customer Support Associate

Exabyte Corporation - Boulder, CO

1997 to 1999

- Processed incoming orders from OEM and distribution sales and interacted with customers on changes or availability to product.
- Faxed or emailed customer acknowledgements.
- Interacted with account management and sales to ensure orders were processed. Coordinated with production control for scheduling of product.
- Produced backlog reports for updates on scheduling of product as well as daily shipping reports to confirm that the customer order shipped.

Business Support Specialist

Respironics Colorado - Westminster, CO

1996 to 1997

- Provided administrative support to the human resources department.
- Maintained the HRIS system database, report generation and miscellaneous word processing.
- Managed job descriptions, maintained personnel files, job requisitions, job postings, job offer letters, resume tracking and administration of training records for employees of the company.
- Assisted with all human resources activities such as tuition reimbursement program, staffing, new employee orientation and the benefits program.

Education

Business Administration

Front Range Community College

Skills

ORDERING (7 years), ORACLE, TABLEAU, MICROSOFT OFFICE

Additional Information

- Experience with high tech, sales support and order management. Primarily with OEM and Resellers.
- Experience in working closely with supply chain organizations with high customer demand that involve planning of procurement, production, inventory control, logistics and distribution.
- Manage customer projects including agreement with pricing and commitment.
- Project management experience working closely with program and manufacturing teams.
- Having a passion for delivering excellent customer service in a cost-effective way.

- Ability to analyze company objectives to set priorities, work toward those objectives while maintaining schedules and fulfilling goals.

SKILLS

- Oracle R12T System
- Agile
- Sales Force
- Anaplan
- Tableau reporting
- Company based web ordering tool
- Microsoft office software packages