

# Viola Chavez

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## WORK HISTORY

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### **CREST Insurance**

#### **Account Manager**

**2022-Present**

- Directly supported broker with 53 clients in book, with daily communication of client details and issue of invites for meetings.
- Processed daily emails resulting in client-broker meetings, open enrollment events, coverage requests and policy changes.
- Maintained client relationship calendars to manage client communication with the broker and scheduling of requests for renewal/requests for proposal and open enrollment events.,
- Worked with health and ancillary carriers to secure renewal or request for proposal depending on changes in client status.
- Ensured that client events and policy changes were reflected in both carrier and CREST web portal sites.
- Adjusted commissions for the grocer to reflect changes in client accounts, communicated with Payroll.
- Possess Life and Health Licensing

### **AUTOMATION X**

#### **Inventory Analyst / Supply Chain Manager**

**2018-2022**

- Forecast ordering, on a weekly basis, for 11 business units, including the Central Distribution Facility.
- Provide sourcing of stock from vendors, with pricing updates, lead times, and alternatives.
- Process up to 100 business unit and vendor emails; place orders with vendors.
- Travel and meet with vendors to discuss yearly business objectives; establish new vendor relationships.
- Have proficiency with stock management software: NETSTOCK, NETSUITE, BACKORDER REPORT, and Microsoft Excel and Word.
- Process and analyze regular import, blanket, dropship, and expedite reports

### **WOODWARD, INC.**

#### **Customer Service Representative**

**2017-2018**

- Provided Customer Service as point of contact for corporate visitors and guests involved with wind turbine builds in Canada, North America and Mexico.
- Emailed quotes and lead times, along with maintaining sales and purchase orders.
- Responsible for coordination of all global GE repair and warranty issues, as well as processing returns and exchanges.
- Updated price sheets so that accurate quotes can be provided to perspective clients.
- Oversaw the transferring of parts between warehouses.
- Submitted foreign paperwork to Global Trade Compliance including passport identification.
- Provided forecast for Customer Assistance Manager.
- Redirected inbound calls to appropriate department.
- Meet and greet all visitors checking in at front desk.

## **FORT COLLINS MOTORSPORT**

### **Accounts Payable/Account Specialist**

**2014-2017**

- Retrieve and post debit, credit, warranty claim, and manufacturing coupons for Polaris, Suzuki and Yamaha; communicate with OHV vendors to complete transactions.
- Submit documents to Colorado Parks & Wildlife to acquire OHV title work for sold or traded units.
- Submit title work on cash deals with corresponding state Departments of Motor Vehicles.
- Perform monthly reconciliation and weekly cash forecast for all payable accounts.
- Create daily aging reports of sub-ledger accounts.
- Balance three bank accounts on weekly basis.
- Perform monthly reconciliation of Flooring Interest Statements for all major units in inventory.
- Order all administrative supplies and forms.
- Partner with vendors to set up W-9's and insurance documents.
- Set up new vendors in the system with due dates, percentage breakdown's of monthly payments.
- Use ADP Lightspeed and Microsoft Office software products on daily basis.

## **COST PLUS/WORLD MARKET**

**Supervisor**, Store #356 Fort Collins, CO

**2012-2014**

**Supervisor**, Store #051 Albuquerque, NM

**2006-2012**

- Managed Non-Furniture Home store department, communicating daily, event- or season-specific marketing and advertising guidelines to staff.
- Trained store staff on corporate sales expectations using customer service evaluations.
- Facilitated operational audit process and delegated/followed up non-compliance issues.
- Assisted the general managers in meeting store sales and profitability expectations and budgets through evaluation of departmental performance and discussing appropriate adjustments to drive top-line sales results and bottom-line profitability.
- Implemented corporate personnel policies; evaluated performance; provided training.

**Set Team Leader/Member**, Store #035 Pasadena, CA; Store #045 Mission Viejo, CA;  
Store #316 El Segundo, CA

**2006-2007**

- Trained or assisted in training new store staff in implementing corporate standards and merchandising guidelines, customer service guidelines, product knowledge, cashiering, stocking, and basic operational standards
- Assisted general managers in communicating corporate expectations of staff performance regarding promotional guidelines, shop sets, schematics, core and ad sets, signage and housekeeping
- Assisted general managers with interviewing and hiring, open position postings, reviewing and screening of candidates, and assimilation of new hires, including sales associates and supervisors

## **EDUCATION**

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- Front Range Community College, Fort Collins, CO **Business/Applied Science studies** **2014**