

MANAGEMENT PROFILE

Multitalented, service oriented professional supported by outstanding record of career progression and visible achievements in operational productivity, customer satisfaction and quality driven initiatives.

SUMMARY OF QUALIFICATIONS →

“Doug in your customer service department is awesome...best service I’ve ever received.”

“Lasting impression... represents your company so well.”

- Consistently contribute to service increases, productivity improvement and cost management results through effective combination of program development, solutions implementation, and quality control.
- History of accurately assessing business and customer before implementing viable solutions. Excel in organizing and managing multiple tasks, implementing process improvements and resolving customer issues.
- Skilled in managing high-volume of customer inquiries and service calls; frequently perform the work of two while remaining productive. Frequently cited by customers for providing service above and beyond expectations.
- Demonstrated attention to customer needs; able to build trust and rapport vital to fostering new and repeat business. Numerous customer endorsements received.
- Respected for exceptional work ethic, proven problem solving skills and ongoing passion for going the extra mile to exceed client, corporate *and* personal objectives.
- Diverse background includes 10 years of experience in service and sales-oriented industries including medical sales.

CAREER PROGRESSION →

“Mr. Morris made my life easier...first time ever written to a company because one of their employees did such a good job.”

“Am always confident that Doug will help...handle situation with expedience and professionalism.”

“...the most efficient and dedicated traffic personnel I’ve ever had the opportunity to work with.”

“Nice to know we can rely on him...”

“I called with a problem, Doug made it go away and was nice about it too.”

ABC BICYCLE COMPANY, INC. – St. Louis, MO 1998 to Present
(Ascended quickly through ranks of this \$110M Bicycle Manufacturer based on proven record of quality performance, culminating in current position. Positions held include Customer Service Representative, Traffic Analyst, Accessory Lead Shipping)

WARRANTY COORDINATOR / CUSTOMER SERVICE REPRESENTATIVE

Hold sole responsibility for all nationwide consumer warranty and customer service inquiries. Manage all purchasing, reporting, researching warranty parts. Liaison with vendors, and international sales representatives. Coordinate exceptionally high number of customer issues on daily basis. **Serve as first and only contact for customer**, with authority to “bend” policy in order to maintain satisfied customers.

Key Contributions

- **Maintain high level of productivity** and quality despite taking over full-time assignments of downsized employee; saved \$30K annually by assuming role.
- **Successfully input thousands** of new order numbers for parts and bikes while managing primary responsibilities.
- **Consistently ensure meticulous attention to detail** to avoid costly errors while sustaining commendable customer service; able to patiently resolve customer issues while protecting company interest and image.
- **Provide high level of accuracy** and perform quantitative research on various warranty issues, frequently calling upon numerous sources to resolve issues.

TRAFFIC ANALYST / INTERNATIONAL SHIPPING COORDINATOR

Charged with personally coordinating all domestic and international claims for sales force and freight carriers including freight adjustments, daily shipping reports, freight bill coding, damage claims, truck pickups with dealers for return shipments. **As Shipping Coordinator**, oversaw efforts of 10-15 employees in the scheduling of ocean/air freight, truck orders within traffic department, coordination of pickups, inventory management, national account coordination, shipping/receiving and all invoicing/documentation.

Continued...

Key Contributions

"Because of him, I can guarantee you that, in the future, if I have the choice, I will buy another ABC Bike."

"Any company would be privileged to have Doug on their team."

"Best service I have ever received in my life."

"Very good resolution for me... follow-up second to none..."

- **Ensured full credit received for all lost/damage equipment** by maintaining thoroughly detailed documentation and reporting.
- **Served as key company resource** for all export questions regarding documentation and smoothly coordinated export shipments including auditing documentation and full compliance.
- **Granted management authority** to lead all negotiations with annual freight contractors; delivered bottom-line savings by selecting carrier with minimal lost shipments and solid service response.
- **Contributed to sales increases** by providing sales representatives with vast array of product knowledge to be used as key selling point.
- **Instrumental in establishing numerous procedures** and providing all training within shipping department resulting from company relocation to Salt Lake City.
- **Gained President's approval to implement "cubing,"** to realize more accurate estimating and significantly reducing time involved in documenting order.
- **Simultaneously and effectively performed work of two positions;** when promoted, work assigned to two employees.

FUNDING COMPANY – Salt Lake City, UT
LOAN OFFICER (2/1998 to 11/98))

Accountable for gaining new business, processing loans and providing financial planning for residential mortgages. Performed extensive prospecting, cold calling, networking and customer relationship management.

- **Expanded business by networking** with various contacts and cultivating strong customer relationships.
- **Attained position as one of top five performers** in territory (out of five states, 12 offices).
- **Accumulated strong referral network** with lending institutions and title offices.

ORTHOMEDICAL, INC. – Salt Lake City, UT
SALES SUPPORT REPRESENTATIVE (10/1995 to 1/1998)

Provided sales and technical support for orthopedic products. Additionally responsible for warehouse inventory, transport of surgical instruments and implants for surgeries. Generated strong referral base and accumulated numerous new sales contacts.

Exceptional References & Letters of Recommendation Available