

CUSTOMER SERVICE

Experienced Customer Service Representative with hands-on commitment to comprehensive communication and service coordination, meeting client's needs with a high level of service, quick turnaround and order accuracy.

Proven results in a fast paced environment, handling inquiries, orders and being the front line contact for many well known Fortune 500 companies around the country. Recognized for taking a personal interest in managing the communications, project timelines and product quality requirements for packaging of nationally known brands and their printers and convertors.

CORE STRENGTHS

Brand Consistency
Problem Resolution
Team-Building

Client Support/Satisfaction
Multi-tasking
Focusing on Details

Customer Needs Identification
Early and On-time Deliveries
Corporate/Client Liaison

ACCOMPLISHMENTS

- Prioritize 100 orders weekly for fast paced production center anticipating machine related delays and order changes meeting quality requirements which resulted in 100% on time delivery (policy) standard.
- Validate accuracy of graphic content including proof reading, approving process color prior to client approval resulting in first time endorsement of final product.
- Increased speed of production by advising art department in color correction and elements of graphic design improving production schedule timeline.
- Recognized for keen eye and trusted with approving art production in place of VP of sales allowing VP to do more sales transactions.
- Created more efficient system based on customer priority and shipping dates allowing production to flow more smoothly and on time. System adopted by other members of the department.
- Communicated with sales, estimating department and clients regarding appropriate order pricing.

EMPLOYMENT HISTORY

Account Manager	Monarch Engraving	2008, 2001-2003
Customer Service Representative	The Kennedy Group	2003-2007
Customer Service Representative	Mastergraphics Inc.	1994-2001

SONYA ALBAUGH
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Education

Kent State University, BFA, Graphic Design – Completed 4 years.

Training

Lakeland Community College, Customer Focus Training – Center of Business & Industry

Expertise

Microsoft Word, Excel
ACT
PSI
CRC