

Employed from 2-11-85 to 11-30-10 at Kindt-Collins Company LLC, 12651 Elmwood Ave, Cleveland, OH 44111 (Local Number 216-252-4122 - Toll Free 1-800-321-3170).

12-1-10 Kindt-Collins was acquired by Paramelt - Argueso Company. Worked for them until 6-3-11 when laid off due to lack of work.

Title for 26 years - Customer Service Repr.

Duties: 1. Receiving and Processing Customer Orders. Orders received by email, phone and fax.

a. Entering orders on MAS200 computer program
b. Checking orders for accuracy after hard copy of order is printed.

c. Distributing Production copy of orders to key Departments in preparation of the order being filled for shipment.

2. Responding to and handling customer problems/ complaints

a. Pricing issues that need to be addressed and responded to.

b. Lost Shipments - Acting as a liason between Cust/ UPS/Trucking firm

to assure that shipment reaches customer and if needed to make sure that

the customer receives a price adjustment (if applicable) on freight being

billed.

c. Incorrect material being sent by employer.

1. Verifying correct address of consignee/ correct material to be sent, and resending

- correct material.
- 2. Arranging with UPS/Trucking firm to have incorrect material sent back to originating company (employer or vendor)
- d. Writing up credit memo's for processing - due to:
 - 1. Incorrect pricing
 - 2. Incorrect shipping address
 - 3. Incorrect material sent
 - 4. Customer ordering incorrectly
 - 5. Customer canceled order

3. Foreign Shipments

- a. Enter order on MAS200 computer program
- b. Check orders for accuracy after hard copy of order is printed.
- c. Generating "Proforma Invoice" with freight rate (when applicable) for customer approval.
- d. When approval is received distribute Production copies as needed.
- e. When applicable, arranging with Forwarder for shipment pick up.
- f. Typing "Bill of Lading"

Knowledge: MAS200
Microsoft Word