

Sample Sales Support

Summary of Qualifications

The expertise I provide through Sales Support Management allows sales teams to operate flawlessly. Behind the scenes, I contribute to continuous improvement of global business processes and information workflow among customers, sales and third party vendors. I leverage my financial acumen with my dedication to customer satisfaction. I build relationships among internal stakeholders and customers that retain existing business as well as support new business development. I am multi-lingual and possess excellent software skills.

Notable Achievements

- Leveraged accounting background to recover approximately \$200K in over accruals
- Standardized sales processes, creating a formal training program for new hires
- Developed a uniform cost calculation metric for profit analysis, enabling sales team to better negotiate contract pricing
- Awarded management of largest accounts following merger of Marubeni and Itochu
- Realized significant cost savings by identifying local resource to fix defect in large steel delivery to U.S. client, eliminating costly return of commodity to Japan

Professional Experience

Marubeni-Itochu Steel America, Inc

2004 – present

Assistant Sales Manager

(consistently promoted to positions of increasing responsibility)

- Manage the complete sales cycle from contract creation to logistics, invoicing and collection
- Negotiate settlement of insurance claims by working with clients to resolve problems instead of merely accepting fault and paying out claims
- Enhance logistic efficiencies by streamlining processes and creating new workflows
- Provide global customer service by maintaining close client relationships that include negotiating past due invoice payment schedules, trouble-shooting & problem-solving
- Serve as point person for J-Sox audits
- Responsible for vendor management, maintaining credit limit renewal and processing purchase orders and sales invoicing via ACH and international wire transfer protocols
- Communicate with senior management regarding collections, aging summary and outstanding statements
- Responsible for creating training manuals and implementing appropriate training programs and training new sales personnel

Charrie Tan

Unisource, Inc.

2003 – 2004

Administrative Coordinator

- Processed and invoiced customers
- Expedited sales orders, purchase orders and administered follow-up activity

Alaska Textiles Company, Inc.

1996 – 2002

Accounts Receivable / Accounts Payable Coordinator

- Supervised invoices, bills and accounts payable
- Managed letters of credit and banking inquiries
- Coordinated bulk purchases and sales with multiple vendors and buyers

Education

Iloilo Doctors College, Philippines

B.S – Biological Science

Software Skills

MS Office (Word, Excel, PowerPoint, Access), Quickbooks, SAP, Winshuttle