

Kimberly A. Taylor

Professional Profile

Meticulous Customer Relations/Administrative Support Specialist, excellent at juggling multiple tasks and working under pressure. Committed and motivated with exceptional customer-relation and decision-making skills, strong work ethic, and initiative. Broad industry experience including Customer Service, Purchasing, Warehouse, and Distribution.

Skills

Data Entry · Financial and Managerial Accounting · Personnel Matters · Employee Turnover · Corrective Actions · Team Performance · Inventory Accuracy · Team Management · Quality Assurance · Materials Management · Vendor Relations · Internal Controls · Computer Literacy · Third-Party Logistics (3PL) · Supervisory Skills · Continuous Improvement · Spreadsheets · Inventory Control · Warehouse Management Systems · Warehouse Operations · Import/Export Operations · MS Office Suite

Professional Experience

Warehouse Coordinator, 3 Point Products, Inc.

08/09 – Present

- I oversee all Purchasing and Warehouse Teams and the development of all vendor processes & procedures, including Design Implementation.
- Develop and oversee the hiring and staffing for strategic procurement across all categories.
- I work collaboratively with business units and suppliers on innovative ideas to reduce costs and improve productivity across all divisions.
- Managed vendor and supplier selection based on price, quality, support, capacity, and reliability.
- Improved inventory accuracy from 70% to 90% by eliminating waste and production constraints throughout the plant.
- Worked closely and diligently with receiving incoming orders to resolve issues or discrepancies in a timely manner.
- Resolve vendor or contractor grievances and claims against suppliers.
- Solved diverse supply chain problems involving numerous sources, logistics, and scheduling factors.
- Implemented policies to reduce costs and eliminate waste.
- Created standard operating procedures for the department.
- Purchased new products and oversaw inventory stocking and availability.
- Sourced vendors, built relationships, and negotiated prices.
- Adjusted procedures to maximize department effectiveness.
- Performed monthly reconciliation of open purchasing orders.
- Used NetSuite to authorize and monitor purchase orders and consumables.
- Coordinated paperwork, updated spreadsheets, and maintained permanent records.

- Monitored and evaluated vendor performance to determine compliance with quality standards.
- Generated reports, documents, and analysis in NetSuite for senior management review and approval.
- Conducted regular research to identify trends and cost-saving opportunities.
- Progressed through various purchasing, warehousing, and leadership roles.

Export Customer Service, Konsyl Pharmaceutical, Inc.

05/05 - 09/08

- Entered orders from foreign and domestic customers.
- Processed monthly and daily sales reports.
- Forwarded Certificates of Liability Insurance to customers
- Set up new accounts for customers.
- Processed returned for damaged or unused products.
- Contacted customers to ensure billing and shipping information was current.
- Assisted with collections of past due accounts.
- Maintained Ocean Cargo Reports for Insurance Agents
- Assisted Shipping Agents with necessary documentation and exports.

Production Coordinator, Minuteman Press

04/04 - 11/04

- Customer Service and Printing Sales
- Accounts Receivable and Light Bookkeeping
- Scheduling and estimating print jobs
- Accepted payment from customers and vendors
- Operated and maintained Docutech printing equipment for high-volume jobs, ensuring that documents met quality standards and safety procedures were followed.

Education

Bachelor of Science Operations Management
Southern New Hampshire University | Manchester, NH | May 2024

Certifications

Human Relations in Administration
Soomo Learning | October 2020

Community Service and Memberships

Maryland Food Bank Volunteer
The National Society of Leadership and Success (NSLS)