

Lisa Wheeler

McHenry, IL

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Professional Summary

Quality-driven compliance coordinator devoted to analyzing documentation and monitoring vendor compliance requirements • Excellent communicator and problem-solver with extensive experience in customer loyalty and retention strategies—offering the ability to quickly establish rapport and build positive, cohesive relationships • Energetic and enthusiastic self-starter ready to take on new challenges, including the potential for management-related duties

Skills and Projects

• Microsoft Office • SAP Software • Sage Software • Training Manual Creation • Employee Training

Experience

MAT Holdings, Inc.

Compliance Coordinator

April 2021–Present

Long Grove, IL

- Customer compliance program management
- Review \$1,000,000 in vendor compliance scorecard and charges for dispute resolution annually
- Summarized and communicated SBA details to operations team members
- Support accounts receivable department with audits and other claims
- Assist with development of new processes and procedures
- Support customer service team when needed

Customer Service Associate

April 2017–April 2021

- Processed purchase orders manually and through EDI
- Customer compliance program management
- Processed shortage, overage and return claims
- Inventory management
- Monitored EDI workflow and worked with EDI team to resolve issues that caused document failures
- Developed compliance coordinator role for fencing division

DMH Ingredients

Customer Service Associate

July 2013–February 2017

Libertyville, IL

- Placed purchase orders with various suppliers
- Sourced customer products to provide samples, pricing, and availability
- Resolved software issues and facilitated upgrades technical team
- Implemented training manuals for customer service and procurement; and conducted employee training
- Inventory management
- Resolved problems concerning customer accounts

Mecum Auctions

Consignment Entry Assistant

October 2011–June 2013

Walworth, WI

- Entered vehicle specs in software
- Created customer consignment correspondence
- Served as a state title expert
- Verified auction dates and times on all vehicles
- Processed payments and issued credits
- Trained new employees

Education

Southern New Hampshire University, Anticipated 2023, Operations Management Major