

Rhiannon Ferman

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Over 3 years of demonstrated experience managing sales and providing the highest standard of customer service. Effectively handling key accounts in fast-paced environments requiring strong collaboration, industry knowledge and enthusiasm. Extremely dedicated to results and operational excellence with fast learning skills and enthusiasm. Positive attitude, favorable, knowledgeable, and a hard-working advocate.

SKILLS

- Microsoft: Excel, PowerPoint, Word, Outlook
- Enterprise Resource Planning (ERP): Fishbowl Inventory Management System
- Customer Relationship Management (CRM): Printavo, Salesforce
- Electronic Data Interchange (EDI): SPS Commerce
- File Sharing: Google Sheets, Google Docs
- Administrative Management Tools: Maestro Label Maker

EXPERIENCE

BlackStrap Industries Inc.; Bend, OR

Customer Service/ Key Account Manager (December 2020 – Present)

- Served as the primary point of contact for rep and retailer inquiries related to order management and returns in Fishbowl Inventory Management and SPS Commerce
- Developed collaborative relationships at all levels including top management with large accounts (Dick's Sporting Goods, Backcountry, Vail Resorts, REI, Retail Concepts)
- Design and implement reporting for sales reps and sales staff including weekly reports (Available to Sell, Sales Order Summaries, Commissions Report, Product History)
- Identify, track, and resolve order fulfillment issues and communicate to the appropriate channels
- Coordinate with the Marketing team and Sales & Operations Manager to update channel resources each season (scan guides, price lists, order forms, retail resource portal, etc.).
- Communicate seasonal marketing updates to sales reps (order guide, retail assets, digital marketing assets, etc.)
- Ensure data accuracy with product information in Fishbowl, updating retailer, and rep information as necessary.
- Designed and created SKUs/UPC stickers for all upcoming new products each season
- Maintained sales metric numbers for inventory management in Excel. Communicated priorities and feedback daily to the offsite Production facility for inventory needs.
- Facilitate and prioritize inventory receiving with the Quality Control and Merchandising teams using Google Sheets.

Verizon; Nashua, NH

Solutions Specialist (November 2018 – November 2020)

- Provided personalized, friendly and polite service to ensure customer retention while maintaining up-to-date knowledge of new products and services
- Utilized creative sales techniques to be a consistent top performer. Exceeding above quota 100%
- Awarded **WINNERS CIRCLE 2019** - For peak top 10% sales performance in the Northeast region

New England Wireless; Nashua, NH

Store Supervisor (March 2016 – October 2018)

- Established performance goals and standards for store and personnel while using solutions to maximize profits while setting sales goals
- Address and resolve guest concerns, maintaining brand loyalty and increasing customer satisfaction and ensuring high customer service during every interaction
- Awarded **MOST IMPROVED** for sales performance in 2018

Madvapes; Nashua, NH

Assistant Manager (September 2014- January 2016)

- Partnered with manager to create initiatives designed to motivate staff, increasing overall productivity and consistently exceeding weekly sales goals
- Ensured employees complied with company policies and procedures
- Maintained inventory with integrity and effectively merchandised store

EDUCATION

Southern New Hampshire University, Online

Bachelor's Degree in Business W/Con in Project Management (JANUARY 2019 – PRESENT)