



# Heather Ness

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## Summary

Experienced Program Administrator with a demonstrated history of working in the construction and packaging industry. Skilled in Retail, Sales, Team Building, Account Management, and Direct Sales.

## Experience

### **Inside Sales Coordinator**

Crate Tech Inc

Aug 2019 - Jun 2022 (2 years 11 months)

Support sales staff with meetings, order processing, organizing and communicating with clients. Provide support to office as well as shop support. Scheduling shipments, setting up new clients in the system, running payments and communicating regarding past due accounts. Working directly with the outside sales reps to ensure that customers are fully serviced.

### **Project Manager**

APEX FLOORING INC

Nov 2018 - Jun 2019 (8 months)

Costco Program Administrator

Manage contracts for Costco Members

Work closely with sales reps to ensure all contract information is correct

Work closely with installers scheduling jobs for members

Work closely with purchasing manager and warehouse staff

### **Administrative Assistant**

WASHINGTON ELECTRIC LLC

Jun 2018 - Nov 2018 (6 months)

### **Corporate Services Coordinator**

Aug 2017 - May 2018 (10 months)

Account Receivables

Collections

Sales Reports

Data Entry of Billing Invoices

Filing

Inventory and Office Supply ordering

Planning and executing company and leadership meetings

Booking travel and hotel accommodations

Admin duties for company owner

### **Account Coordinator**

## SanMar

May 2015 - Jul 2017 (2 years 3 months)

Made reasonable procedure exceptions to accommodate unusual customer requests.

Provided accurate and appropriate information in response to customer inquiries.

Addressed customer service inquiries in a timely and accurate fashion.

Maintained up-to-date records at all times.

Developed effective relationships with all call center departments through clear communication.

Built customer loyalty by placing follow-up calls for customers who reported product issues.

Provide assistance to my Team Members as needed.

Handle incoming fax and emailed orders, while being aware of available to take incoming calls as needed.



## Account Executive

### SanMar

Oct 2004 - May 2015 (10 years 8 months)

Accountable for sales management including overall customer satisfaction

Created new revenue streams through business building.

Placed special merchandise orders for customers.

Created strategies to develop and expand existing customer sales.

Shared product knowledge with customers while making personal recommendations.

Worked as a team member to provide the highest level of service to customers.

Maintained friendly and professional customer interactions.



## Customer Service

### Bank of America

Sep 2002 - Sep 2004 (2 years 1 month)

Inbound sales with focus on customer service

Conflict resolution regarding customer accounts

Offering services that fit customer needs

## Education



## Decatur High School

Diploma, General Studies

1995 - 1999

## Skills

Account Management • Customer Service • Key Account Management • Marketing • Sales • Sales Management • Retail • New Business Development • Team Building • Salesforce.com