

VIVIAN LOZANO

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Objective: *Seeking customer service, inside sales admin, office /export coordinator position that will benefit from my experience*

Professional Profile: *Over 8 Years High level Customer Service/Inside sales Admin*

- *Receive/coordinate/track Int'l & domestic orders, book ocean freight containers/prepare export documents via online, telephone, email, fax. High volume customer service/shipping freight companies. Daily interface with all depts.: Warehouse/ Production/QC/ Shipping/ Accounting/ Sales/ Outside*
- *Daily communication with customers of product availability, back orders, shipping, eta/arrival dates, price lists, product samples.*
- *Supported Sales to provide new and existing customers quotes, product info, samples, reports and marketing, set up retailers online ordering procedures*
- *A/R Invoicing posting of payments, A/R reports, prepayments, Int'l wire transfers*
- *Daily communication with freight forwarding companies on scheduling, ETA confirmations, export documentation of International ocean container & air shipments*
 - *Strong Microsoft Computer Skills, data entry alpha-numeric, 45 WPM, 10 Key by touch, strong/ clear communication, problem solving, Call center experience,*

Experience:

Job Title: **Export & Domestic Customer Service Admin.**

Employer: Hill View Packing Co., San Jose, CA - **Dates:** 7/2008 – 5/2013

Duties: Receive process orders via fax / email /phone for International & domestic customers, Ocean Freight logistics and documentation, Scheduling production per quotes & customers required delivery / Tracking, Pricing / Price list / Catalogs / High volume of customer contact/ problem solving / Returns via Ocean Freight, / New Acct set up / monthly promotions/reports

Job Title: **West Coast Customer Service/Inside Sales Rep**

Employer: LifeStyle Solutions, Milpitas, CA - **Dates:** 3/2006 – 7/2008

Duties: Receive process orders via fax / email /phone. / Freight quotes/tracking / Pricing / Price list / Catalogs / High volume of customer contact/ problem solving / RMA's / New Acct set up / monthly promotions

Job Title: **International Customer Service/Inside Sales Logistics**

Employer: Stapleton-Spence Packing Co, San Jose, CA - **Dates:** 2/2002 – 1/2006

Duties: Receive Track Int'l / Domestic orders, Coordinate production of product/pricing/shipping, Book ocean vessels/containers for overseas shipments Prepare Int'l documents for exporting High volume of customer contact/ problem solving, inside sales support

Job Title: **Inside Sales Admin.**

Employer: Source Once Info Systems, Campbell, CA - **Dates:** 5/99 – 8/2002

Duties: Process daily orders/ purchasing / tracking of orders / RMA's. Process rebates from manufacturers on line Daily customer service with distributors/manufacturers/customers Scheduling sales team mtg/ Dept Research/Organize/order of office supplies

Job Title: Admin for Inside Sales & Export Coordinator

Employer: Mariani Dried Fruit Packing Co, San Jose, CA - Dates: 2/1996 – 5/1999

Duties: Receive/coordinate/track Int'l & domestic orders. Book ocean freight containers/prepare export documents. High volume customer service/shipping freight companies/interface with all depts (production/QC/shipping/accounting/Sales/outside sales)

Education: E.S.O. – GED, Computer applications/Administrative Assist Cert

References:

*Patsy Hipp – Office Manager

Stapleton-Spence Packing Co. – Int'l Customer Service

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