

ERIN WOODSON

Account Manager

PROFESSIONAL PROFILE

Customer Service Representative with 13+ years of experience in the printing and promotional products company. Fast learner and detail orientated with office management experience. I have studied Business Administration.

EXPERIENCE

ACCOUNT MANAGER

Main Event Merchandise Group

June '17 - Present

Managed multiple online webstores for nationwide accounts | Sourced, quoted and fulfilled orders of custom decorated apparel and promotional items | Daily interaction with clients and vendors to increase sales and maximize profits | Handled orders from clients from quote to billing

CUSTOMER SERVICE REPRESENTATIVE

Etching Industries - Part of St. Regis Group

Sept '15 - June '17

Fulfilled all aspects of customer service and inside sales for an international manufacturer of high end awards and gifts | Maintained B2B accounts by promoting, sourcing, quoting, and processing orders | Communication with multiple production facilities to meet customers' deadlines | Resolving customer issues through problem resolution

CUSTOMER SERVICE REPRESENTATIVE/INSIDE SALES

The Bencil Company

July '12 - Aug '15

Communicating with customers on quotes, sample requests, product information, problem solving, order processing | Sales of customized promotional products | Establishing and maintaining manufacturer to distributor relations | Effectively communicating with customers via phone, face to face, and email | Member of the social media team | Updated product sourcing websites to reflect current pricing and information | Face to face sales while demonstrating products at trade shows

OFFICE MANAGER

Printing Elite, Inc.

Aug '05 - Mar '09

Estimated print finishing such as die-cutting, foil stamping and embossing Wrote & processed live job tickets | Scheduled Production | Addressed any questions and concerns | Managed front office including accounts payable and collections | Scheduled, trained and supervised temp employees | Designed marketing pieces and processed mailings | Maintained files, samples, inventory and contact database | Ordered manufacturing and office supplies regularly

CONTACT



317-654-9105



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EDUCATION

Business Administration
Ivy Tech Community College

SKILLS

Microsoft Office
Quick Books

Problem Solving
Adaptability
Strong Work Ethic
Handles Pressure

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CUSTOMER SERVICE/INSIDE SALES

Worrell Corporation

May '99 - May '02

Estimated custom print orders and sourced promotional items | Proofread printing specs | Wrote and processed live job tickets and addressed questions/concerns | Communicated clients' needs to vendors in order to meet deadlines | Maintained clients' storage database and inventory

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