

CATHERINE A. CONWAY
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As a seasoned professional of the promotional products industry, I have many years of sales support experience. I can be an asset to a company providing my skill set across many aspects of the business. In addition, I have had the opportunity to learn and perform administrative support with several Accounting functions. My ability to conceptualize unique content ideas can assist any company. I am proactive and I think ahead when considering changes or upgrades. I am responsible, dependable and hardworking. I strive myself on an impeccable work ethic.

April 2019 – March 2020

Customer Service Representative (CSR) • GameGuard Outdoors

- Responsible for answering incoming phone calls on the company multi-line phone system.
- Performed order entry of customers' orders received via email utilizing QuickBooks Software and Shopify Customer Portal.
- Supported sales representatives with order entry.
- Created and submitted Purchase Orders to the outside embroidery vendor for customers' orders containing embroidery requests utilizing QuickBooks Software.
- Assisted customers on the phone, via email and Tidio Chat program with inquiries regarding the product of the company, including stock availability and pricing, along with status updates of their in-house orders currently in production.
- Assisted with monitoring online orders submitted through company websites Amazon and Shopify software by updating with tracking information once order had shipped.
- Assisted customers with product return which included creating Return Authorizations in QuickBooks Software, utilizing UPS Worldship software to provide shipping labels and processing those returned items.
- Worked closely with Customer Service supervisor to assist with Shopify system upgrades and revisions to ensure changes are correct and performing correctly.
- Acknowledged and responded to Amazon customer-submitted online reviews.

March 2016 – March 2019

Sales/Accounting Support • Big Game Sports, Inc.

- Supported outside sales representatives by processing sales orders into Filemaker Database program and monitoring the orders from start to completion and shipping.
- Managed and processed orders contained on company websites www.biggameusa.com, Amazon, Ebay and Etsy.
- Processed daily completed work orders in Filemaker Database program for shipping, which included reviewing payment terms (Purchase Order or credit card) and notifying Sales Rep for missing Purchase Order if applicable.
- Reviewed and approved daily orders to ship, closed out the order and sent invoices and/or credit card payment links to the customer using Filemaker Database program and PayPal software.
- Reviewed previous day's work orders that shipped. Confirmed the order was closed out and entered UPS tracking information.
- Submitted electronic college logo licensing application requirements on College Licensing Company (CLC) and IMG College Licensing websites for production approval of college logos.
- Responsible for completing and submitting required vendor registration information to school districts to become an approved vendor of the districts.
- Processed and submitted required paperwork from school district bids to provide commodity produced.
- Responsible for posting daily check payments into Filemaker Database and processing credit card payments using Authorize.net software.
- Matched packing slips with vendor invoices and entered vendor invoices for payment using Quickbooks software.
- Made daily electronic check deposits using remote deposit bank software.
- Responsible for managing, inventorying and ordering office, janitorial and breakroom supplies.
- Assisted with answering incoming phone calls on the company 2-line phone system.

August 2007 – March 2016

Sales Coordinator • Dallas Cowboys – Blue Star Graphics & Design

- Assisted with marketing a company logo for in-stadium giveaways, special events, corporate events and trade show promotions.
- Served as liaison (point of contact for our vendors) between the Sales Manager and the supplier, in turn, relieving the salesperson from the burden of monitoring their order.
- Monitored purchase orders created and submitted as well as placed by sales managers with follow through to completion/delivery by reviewing the current work orders of that day and made phone calls to the product supplier for updates on our in-house orders with them.
- Participated in brainstorming sessions and provided critical feedback for the brand development of Ladies Plus Size Dallas Cowboys apparel.
- Negotiated shipping prices with national freight brokers and local courier services to maximize cost saving benefits.
- Effectively trained new-hires on the process and culture of the company.
- Employee of the Month recipient – November 2011. Manager nomination for on-time shipping and delivery with regard to increase sales and profit.

EDUCATION

Bryan Adams High School: Diploma – Graduated with Honors

QUALIFICATIONS

- 17 years of experience in promotional products industry.
- Ability to conceptualize unique content ideas.
- Advanced organizational and administrative skills.
- Excellent written and oral communication abilities.
- Proficient at multitasking.
- Computer skills include: Microsoft Windows OS, Microsoft Office, Apple Mac, SAGE database, ESP database, Filemaker database, Quickbooks, PayPal software and Authorize.net, Shopify, Scout Topshelf inventory database, Tideo Chat, NowCommerce, Peppers order entry platform