

JENNIFER LOUISE HUIE

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OBJECTIVE

To obtain a position where my professional career skills can enhance and bring forth growth to a company environment that I admire and I also can grow with.

ABOUT

Ms. Huie is an admirable professional with over 25+ years experience in Office Administration and Customer Service currently seeking for a full-time position in North East Texas. Her current career venture is in the Health and Wellness Industry specializing in Account Management. Specializing in all aspects of customer relations and understanding specific relationships with Sales staff, Vendor Relationships, a well as cross functional internal departments. Ms. Huie earlier career tenure was held in the Promotional Products and Business Printing Industry specializing in marketing, promotional merchandise, and forms printing for today's corporate offices. Ms. Huie has previously been honored to write and copy edit for The American Dealer Newspaper while employed at Versidata Systems. She earned her Bachelor's Degree at Washington State University in Political Science/Pre-Law while also specializing in English and Speech Communication studies. Ms. Huie has been awarded honors of the Coke Roberts Award for Leadership.

SPECIALTIES:

Office Administration and Management, Customer Service Management, Specialized task tracking, Inventory Control/Reconciliation and Management, Daily and Monthly A/R Billing Monthly Reporting, Inventory Warehouse Billing/Retention Stock Reporting, Business Forms and Promotional Products printing, Newsletter/Newspaper creation, writing, and copy editing, Corporate Apparel and Uniform Programs, Event planning and Programs.

Applications:

Microsoft Office Products, Outlook 2010, Access, Excel, PowerPoint, Word, Publisher, Internet Explorer/Firefox, Ten key proficient.

Clerical & Administration:

Data processing, managing and distributing of time cards, client/customer/vendor relations, database and spreadsheet origination/maintenance/reporting, A/R billing - daily and monthly, monthly statement reporting, coordination of special events and task management, coordination of client to graphic artist design needs, client origination of needs to order fulfillment and processing, calendar planning and maintenance, employee scheduling and management, business expense reporting, inventory and warehouse reconciliation and reporting.

EXPERIENCE

INW Manufacturing

Quitman, Texas
(December 2017 - March 2020)

Customer Account Manager

- * Organize job bidding.
 - o Obtain prices and samples of raw materials and components from qualified vendors and maintain and update the vendor pricing records.
 - o Acquire samples for customers, as per the sales staffs' request, by coordinating the production of samples and preparing the samples for delivery.
 - o Maintain records on all bids to all potential, current and past customers, whether purchase order has been issued or not.
 - o Track and receive samples for use by R&D

- * Coordinate with customers, vendors and all internal INW cross-functional departments.
 - o Communicates production status on orders; liaison between INW staff and customer.
 - o Respond to all customer requests in a timely and informative manner. Do not hesitate to inquire with a senior teammate or the department Manager for assistance.

JENNIFER HUIE

PAGE TWO CONTINUED

- o Keep up with all aspects of customer relations and understand specific relationships with Sales staff to communicate pertinent information.
- o Maintain OOR (Open Order Report) on each customer's projects from the purchase order through the shipment of product to include the following: verification of material (raws and packaging components) availability, confirmation of mixing, production scheduling and shipment of finished goods to adhere to customer's requirements.
- o Maintain close communications with sales staff regarding new customers, new products and assist in the follow-up of all customer communications.
- o Provide item code, quantities, required date and specific vendor information to Procurement Specialist for purchasing materials for all sales orders.

PCNA New Kensington, PA/Sulphur Springs, Texas (Remote - 3 Months)
February 2017 - May 2017

Account Manager

- * Serve as a single point of contact for an assigned territory base. Supporting all support customer inquiries via calls, chat, fax, emails or other types of communication
- * Responsible for achieving a growth percentage target for assigned territory
- * Log use of Large Quotes/Orders and other customer Specific Details to make visible to all and help aid in Account Manager to follow up activities to drive quote and order closure.
- * Builds and maintains successful working relationships with all areas needed to support their assigned account base including but not limited to the field sales managers for all PCNA product divisions, Strategic Account Managers, National Sales Account Managers, Apparel Project Managers, and the PCNA Account Support Team
- * Delivers a consistent level of service on every call while upholding PCNA's expectations as it relates to accuracy, customer satisfaction, and problem resolution.
- * Works as a team with all cross-functional departments (order-processing, Art, Production, Distribution, Marketing, Product Development, etc.) to ensure successful order deployment, product delivery and customer satisfaction
- * Manages Catalog Program business for assigned customer base, which includes the setup, maintenance, and year-end cleanup of all programs within their territory
- * Acts as product expert to support all product related questions including the construction and function of all PCNA products including all PCNA website offerings.
- * Monitors and facilitates the order status and movement through the system by working daily reports associated with inventory, spec issues, approval and other order level holds against orders established fulfillment date for all PCNA facilities
- * Supports customer with the creation of things such as freight quotes, sample orders, virtual specs, and click and create flyers as well as serves as a secondary support for Worldsource inquiries including the fulfillment of quote requests
- * Manages complete problem resolution process on post shipping Blank and Sample order issues Completes the Customer Solutions Forms to prompt the problem resolution efforts for decorated orders
- * Monitors and facilitates inventory shortage situations, Production order leveling, inventory situations related to misprints, and all other Production and Shipping situations that may prompt a customer call to resolve
- * Performs roster updates with customer base, Supports Non-Standard Decoration Request Process, Supports Call Center when needed to cover peak call times
- * Required travel is necessary to attend and work tradeshow as well as attend customer visits with both Hardgood and Apparel Field Sales Managers
- * Performs all other duties as assigned as necessary

Bravo Branding Seattle, WA/Sulphur Springs, Texas (Remote - 2 Months)
January 2015 - January 2017

Production Manager

- * Management of Customer Orders for all products, proof orders, fax orders/email orders, track event orders through to completion* Assist Accounting with calling suppliers/vendors to retrieve invoices to bill customer's orders to a timely completion
- * Assist Accounting with questions/concerns on all orders
- * Sales Support for all Sales Personnel
- * Research product ideation and pricing, client proposals, product virtual(s)
- * Account development leveraging vendor support - virtual(s), samples, etc. - in a proactive manner to drive client satisfaction and sales opportunities
- * Sales support working alongside sales on the monthly "prospect touch" program

JENNIFER HUIE

PAGE THREE CONTINUED

- * Drafting and Editing of Company Documents as needed
- * Daily tracking management of all event orders with Suppliers and Clientele
- * Maintain & Support & Build relationships with Suppliers
- * Maintain & Support & Build relationships with all Customers
- * Assist Sales Personnel build business and support as necessary
- * Participate in weekly Sales Team building meetings, including presentation of any new ideas to help facilitate the company to become a better team environment, learn from an experience, grow and sell a current product among, other incentives for our growing customer base
- * Mail and Email any necessary catalog/web information to Clientele and Sales Personnel and maintain Annual Catalogue of Suppliers hard catalog and web information for Sales Personnel

THE FARWEST GROUP

Seattle, WA
October 2004 - October 2009

Snr Sales Asst/Customer Svc Rep

- * Management of Customer Orders for all products, proof orders, fax orders/email orders, track event orders through to completion
- * Assist Accounting with calling suppliers/vendors to retrieve invoices to bill customer's orders to a timely completion
- * Assist Accounting with questions/concerns on all orders
- * Daily tracking management of all event orders with Suppliers and Clientele
- * Warehouse Facility / Inventory Control and daily release maintenance of inventory along
- * Inventory Control reports as needed to maintain quality control on stock in warehouse facilities and any necessary audits needed
- * Maintain & Support & Build relationships with Suppliers and Warehouse Facilities
- * Maintain & Support & Build relationships with all Customers
- * Summary Billing and Business Card Billing Back Up Support for Accounting Personnel
- * Assist Sales Personnel build business and support as necessary
- * Back up Warehouse Release Billing Support for Accounting Personnel
- * Participate in weekly Sales Team building meetings, including presentation of any new ideas to help facilitate the company to become a better team environment, learn from an experience, grow and sell a current product among, other incentives for our growing customer base
- * Play a part and attend monthly Administrative Personnel meetings by bringing changes in how personnel can bring better and faster responses to customer and supplier needs, as well as our colleagues' needs
- * Mail and Email any necessary catalog/web information to Clientele and Sales Personnel and maintain Annual Catalogue of Suppliers hard catalog and web information for Sales Personnel
- * Perform any necessary product research needed
- * Prepare / Write up Credit memo's needed with correct explanations and retrieve appropriate credits from suppliers if required for approval
- * Develop and document previous role as reception/administrative assistant personnel
- * Develop and document standard processes and procedures for current position

EDUCATION B.A. Washington State University, May 1992

Bachelor of Arts Degree in Political Science/Pre-Law
with an emphasis in English and Speech Communication
Sigma Kappa Sorority
University Singers, 1989 - 1992
WSU Cougar Marching Band, 1988

Diploma, West Seattle High School, June 1988

ASWS Treasurer
Graduated in top tenth of class
Band President

CERTIFICATE

ESHA RESEARCH Genesis R&D Food and Product Formulation and Labeling Software,
Completed August 2019

HONORS

Miss Seafair Princess, Summer 1990
Miss West Seattle Hi-Yu Queen, 1989 - 1990
Honor Cord for Academic Achievement, 1988
Coke Roberts Award for Leadership, 1988
***** I was the first woman honored with this award *****
Sorooptimist Senior Girl of the Month, December 1987
Washington State School for Student Citizenship
Leadership (Governor's School), Summer 1987