**Debbie O. Ford**

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**Career Summary:**

Seeking an order entry clerk position with Burnett Group where I can make the most of my customer service skills along with the knowledge of clerical and administrative systems and procedures to manage customer information as well as receive and process orders.

**Summary of Skills:**

* More than 5 years of experience working within a customer-service and order entry environment
* Thorough understanding of order processing, and tracking processes as well as excellent record keeping skills and advanced 10-key data entry skills
* Effective communication and customer-service skills to build and maintain good relationships and rapport with internal and external customers
* Strong organizational and data management skills as well as ability to work calmly under pressure and tough situations
* Ability to prioritize and multi-task and meet deadlines in a fast-paced and dynamic work environment
* Proficiency in using MS Word, Advanced Excel, Outlook, Power Point, spreadsheets and Internet as well as ability to learn new softwares or systems quickly
* Ability to work in a team to achieve common goals as well as solid problem solving skills to handle customer issues.

**Work Experience:**

Order Entry Clerk

Sterling Express Ltd., New York, NY

January 2016 - Present

* Analyzing and accurately processing standard mail, fax or Internet orders via organization's system to provide quality customer services
* Accurately and efficiently interpreting and processing orders in consistence with the product specifications, standard operating procedures and on-time delivery goals under minimal supervision
* Providing assistance to customers regarding their applications, delivery dates and terms, prices as well as ensuring that they are satisfied with the company's products
* Coordinating with customers in resolving their questions or issues as well as following company policies and practices in determining best solutions for them
* Applying extra charges, discounts, allowances and payments accurately as well as ensuring that all prepaid checks are properly accounted before routing to account receivables
* Identifying non-order related correspondence as well as ensuring the timely routing to appropriate destination
* Auditing orders for accuracy as well as providing up-to-date and real-time updates of all inventory levels when requested
* Keeping a daily filing system for inventory related tracking and all customer related documents
* Providing freight quotations and necessary shipping information to customers inquiring and placing order

Sales Order Entry Clerk

Everhart Inc., New York NY

September 2013 - December 2015

* Entered orders in company's database and ordering system with absolute precision to support the sales department and provided management with accurate daily reports
* Compiled, sorted and verified the accuracy of customer data before it is entered in the database system
* Recognized and escalated critical customer issues to the management, and ensured their resolutions
* Entered orders in a timely manner as well as adhered to special instructions on purchase orders
* Worked closely with the warehouse department in getting orders shipped out on time
* Communicated discrepancies with sales staff and internal customers to determine accurate information and resolution
* Served as the primary contact for the Service Center and handled the processing and communication of all replacement items shipped to customers
* Properly computed prices and discounts as well as processed or applied deposit payments through order entry system.

Order Entry Clerk Assistant

Ally and Co., New York, NY

March 2012 - August 2013

* Assisted order entry clerks in verifying accuracy and correctness of the customer information entered in the company's order entry system
* Checked inventory to ensure the availability of requested product by customer as well as informed appropriate department of the order and shipping date
* Reported supervisors of daily order status as well as order processing problems
* Assisted in reviewing accuracy and completion of orders as well as providing up-to-date information to customers regarding shipping dates and any possible delays
* Received, sorted and opened incoming packages as well as communicated problems related to incoming orders with the management
* Assisted in distributing order copies to the respective coordinators
* Prioritized and scheduled ship dates consistent with established or expected turnaround time.

**Education:**

* Associates Degree in Accounting
University of New York, New York, NY
2011
* High School Diploma
Stuyvesant High School, New York, NY
2011

**Reference:**

On request.