

CUSTOMER SERVICE | SALES PARTNER | PROJECT SUPPORT

A proven, dedicated professional with a learning mindset who is self-directed and instills loyalty and trust with customers and peers. An active partner in supporting sales by collaborating with multiple departments and levels of leadership across the organization. Builds mutual accountability through a commitment to teamwork, quality, and follow-through. Motivated by the opportunity to learn.

- MS Office Suite
 - Microsoft Teams
 - SharePoint
 - ISO14001
 - Aerospace, Space and Defense Customer Service
 - Customer Order Manager
 - Quality Assurance
 - Knowledge Lake
 - CAS
 - AX2012
 - Skype
 - Capacity & Demand Management
 - Planning and Scheduling
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WORK EXPERIENCE

Hexcel Corporation – Casa Grande, Az.

(September 2005 - April 2020)

Hexcel is a global leader in manufacturing advanced composite materials for the commercial aerospace, space and defense, and industrial markets.

Account Representative 1

(May 2007 - April 2020)

Support and service sales team and customers globally. Communicate and track requirements for order acceptance in line with forecast and capacity.

- Collaborated with sales engineers and customer buyers in 2018 to acquire 206.1 in revenue exceeding target goal by 9%, gross margin 21.7% and cash generated by (60%)
- Cooperated across the organization calling upon manufacturing, quality, product management, operations, and other customers to resolve capacity and demand issues to bridge competing business deadlines and priorities.
- Created and managed RFQ's and purchase orders for \$300,000 in signature approvals, customer quoted materials, forecast requirements, supply feedback, and all facets of the customer after-sale support for 17 states on the East Coast, Texas, Arizona, and Canada.
- Supplied new/potential customers with Hexcel required documents and worked with the Credit Department to establish credit terms.
- Teamed with Quality Assurance (QA) to communicate specification change updates, which affected customer orders.
- Initiated and maintained customer claims status (material and non-material).
- Designed and set up Casa Grande New Customer SharePoint site to establish consistency, accommodate the need for access to specific project requirements, increase efficiency, and access to improved response time.
- Trained team members and supported the Environmental Management System (EMS), ISO 14001 certification to ensure environmental compliance, continual improvement, and cost containment.

Planner/Scheduler

(September 2005 – May 2007)

Consider each stage of the production process for multiple manufacturing lines. Determine and execute work schedules, diagnose problems, and ensure quality control. Accountable for compliance with safety procedures and regulations.

- Planned and executed on production schedules for four different manufacturing lines.
- Prepared master schedule to establish sequence and lead time of each operation to meet shipping dates according to sales forecasts and customer orders.
- Devised and scheduled workflow for each department and operation according to previously established manufacturing sequences and lead times.
- Collaborated with department supervisors and customer service to prioritize and expedite assigned projects and unanticipated requests.
- Prepared weekly reports to ensure available inventory, uninterrupted production, and timely shipping.

Materials Requirement Planning Expediter

(September 1998 – September 2005)

Record and monitor outstanding purchase orders to ensure vendors deliver materials in the specified amount of time for scheduled production runs. Track the quality and quantity of requests to identify inconsistencies.

- Managed and maintained required reports for sales status, stock materials, in-process production, and completed operations for seven departments.
 - Prioritized jobs checklist for materials handler.
 - Communicated issues and identified needed contacts and resources to resolve materials related to production issues.
 - Cross-trained to back-up the Scheduler/Planner with Order Review.
 - Updated operators and assisted them with problems/questions on quality and changes in material requirements.
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EDUCATION**High-Tech Institute, 1997**

Associate degree - Computer/Electronics

University of Phoenix, 2003

Bachelor of Science in Information Technology

University of Phoenix – 2007

Master's degree - Business Administration/Management