

# CATHY MONROE

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## CUSTOMER SERVICE SPECIALIST

### *Customer Relationship Management ~ Government Contracts ~ Exports & International Markets*

Results-driven and accomplished administrative professional with more than 20 years of experience in sales coordination, customer service, and office administration.

- Solid performance in analyzing client needs, recognizing problems / opportunities, and translating them into viable solutions.
- Track record of maintaining a high level of customer satisfaction with a focus on continually meeting deadlines, managing multiple tasks, maintaining low costs, and satisfying executives.
- Ability and willingness to motivate and mentor other professionals, coupled with demonstrated performance in developing good working relationships with clients and team members.
- Demonstrated advancement throughout career based on dedication, commitment, and high level of self-motivation throughout all facets of performance.
- Innovative thinker capable of making vital contributions, taking ownership for actions, seeking feedback, and welcoming direction.
- Proficient in communicating technical and business concepts to clients and personnel on all levels.
- Illustrated performance in initiating and implementing numerous administrative improvements.
- Proficient computer skills in MS Word, PowerPoint, Excel, and Outlook.

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## CORE COMPETENCIES

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Account Management

Problem Solving/Troubleshooting

Order Entry

Customer Relations

Expediting

Order Tracking

Communications

Price Quotations

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## PROFESSIONAL EXPERIENCE

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CAPITAL BUILDING PRODUCTS – Plainsboro, NJ

### **SALES COORDINATOR & SENIOR CUSTOMER SERVICE REPRESENTATIVE, 1998 - 2005**

Coordinated complete process of \$5 to \$10 million annual government and export sales for manufacturer of exterior siding materials with \$1 billion in annual sales. Responded to approximately 1500 prospective customer Internet inquiries annually.

Key responsibilities consisted of submitting price quotations, entering orders, tracking manufacturing / shipping processing, preparing pro-forma invoices for international customers, reviewing letters of credit, executing mass mailings for price changes and announcements, and disbursing samples and company literature.

Performed sales order validation, order entry, and shipment coordination using AS400 system. Worked in conjunction with sales manager in forecasting customer activity and maintaining ongoing rebate program. Remained abreast of current export regulations and guidelines. Compiled and maintained Housing of Urban Development database for periodic mailings and solicitations.

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*Professional Experience Continued***Key Achievements:**

- Achieved \$4.5 million in government orders and \$4.6 million in export orders for FY2004.
- Prepared over \$3.5 million in government contract submissions for military construction projects.
- Monitored and evaluated performance and costs of export transportation carriers to ensure provision of quality and on-time delivery at competitive prices.

AIRTECH, INC. – Toms River, NJ

**INTERNATIONAL & DOMESTIC CUSTOMER SERVICE REPRESENTATIVE, 1991 - 1998**

Served as liaison between technical validation team and sales force for leading manufacturer of gas sample conditioning products. Airtech products are marketed worldwide for use in medical, industrial, and scientific applications.

Identified orders and shipments to meet monthly forecast. Submitted detailed information to Accounting, including customized invoices, letters of credit, and customer credit references. Tracked and reported customer discount levels and special pricing considerations to president. Managed blanket agreements, alerting sales representatives of impending price increases.

**Key Achievements:**

- Carried out full-scope inventory control and purchasing for in-house distributor, which consisted of monitoring and maintaining inventory of 1300 items, calculating weekly stocking figures, and producing orders to ensure established minimum / maximum levels.
- Spearheaded negotiations with UPS and Federal Express to install computerized shipping systems.

PRIME COMPUTER SYSTEMS DIVISION – Oceanport, NJ

**INTERNATIONAL & DOMESTIC ORDER ADMINISTRATOR, 1988 - 1991**

Forged and maintained relationships with international subsidiaries and domestic sales force for computer manufacturer selling to scientific and simulation markets, with \$400 million in sales. Negotiated delivery of products to benefit quarterly shipment schedule.

**Key Achievements:**

- Processed \$40 million in revenue orders in FY1990.
- Consolidated several forms to create one cost-effective order transmittal form.

**SUPERVISOR – SOFTWARE REPRODUCTION, 1984 - 1988**

Organized workflow in busy, heavy-volume department. Recruited, trained, and mentored a staff of five computer operators. Prepared semi-annual performance appraisals. Oversaw scheduling of computer time for software reproduction to meet scheduled requirements.

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**EDUCATIONAL BACKGROUND**

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**Associate of Science in Computer Science**

BROOKDALE COMMUNITY COLLEGE – Lincroft, NJ