

Sharon Taylor

Suwanee, GA 30024

404.964.5748 – sharon15taylor@gmail.com

PROFESSIONAL OBJECTIVE

Actively seeking a CSR/Inside Sales Position where I can optimize my problem-solving, critical thinking and organizational skills to contribute to increased customer satisfaction

- Solid computer skills; Experience with Navision, SAP, IQMS, QuickBooks, Sage, Eclipse, PureChat, SPS Commerce, Sales Force, External EDI Systems, Google Docs, Microsoft; Word, Excel & Outlook
- Superior problem solving and critical thinking skills
- Proven ability to grow and maintain sales
- Extensive trade show, travel and marketing experience
- Uncompromising consideration for customer retention and service
- Equally comfortable and effective in self-managed or collaborative projects.
- Embodiment of the highest levels of business ethics and performance standards.

EDUCATION

Clayton State University	B.B.A in Business Administration
Georgia Perimeter College,	A.A. in Business Administration
Newton County High School	College Prep Diploma

WORK HISTORY

Company Confidential, Norcross, GA

Residential Lighting Sales

June 2018-Present

Inside Sales Representative

- Work in coordination with outside sales and operations to address client inquiries
- Understand customer needs and requirements and respond swiftly and accordingly
- Swiftly and accurately respond to quote requests within 24-48 hours
- Work with Outside Sales to update pricing while staying within company margin
- Support Outside Sales by identifying new customers
- Work closely with purchasing, operations manager and warehouse manager to meet shipping expectations
- Perform other tasks as assigned to support Outside Sales, Regional Sales Manager and Team members
- Manage a high level of customer care and retention
- Travel as needed
- Adhere to internal standards and values such as-Accountability, Commitment, Flexibility, Integrity, Loyalty and Teamwork

CURRY & COMPANY, Atlanta, Georgia

Home Design & Lighting Distributors

May 2016-June 2018

Inside Sales Representative

- Managed over 250 accounts in the Northeast region.
- Entered customer orders and reviewed for accuracy and promptly followed-up.
- Handled customer requests regarding order entry, pricing, quotes, billing, return authorizations, claims and credit.
- Traveled to all industry Markets to assist with the introduction of new items.
- Generated RA's and maintained returns database.
- Evaluated credit for new accounts with D&B and Lyons reports.
- Notified customers that are declined for N30 terms and collected credit card information

AMERICAN 3B SCIENTIFIC, Tucker, Georgia

Medical and Pharmaceutical

December 2001-May 2016

B2B Account Executive

- Managed top vendors and Pharmaceutical requests.
- Assumed overall responsibility for customers needs within the Domestic region.
- Assisted with quote and bidding by recommending product and pricing
- Traveled to company trade shows as the company representative.
-
- Responsible for the training of new employees.
- Accurately managed customer billing/invoicing.
- Frequently checked aged A/R status and contacted customers to assist in maintaining credit limit.
- Accurately entered orders.
- Provided high volume problem-resolution for customers, warehouses and carriers.
- Partnered with Product Manager to ensure up-to-date knowledge of products
- Experience with logistics/ transportation industry.
- Completed vendor registration applications and pursued resulting business opportunities.