

MICHELE MOREHEAD

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Vader, WA 98593

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Office Management and Administrative Support

Personable professional with 10+yearsfront & back office support and sales experience

SKILLS:

- Self-motivated, goal-oriented, assertive, organized and efficient.
- Honest, friendly, outstanding communication skills.
- Quickly learn procedures and methods.
- Proficient in Microsoft Office Suite.
- Use of fax, copier and multi-line phone systems.
- Typing 60 WPM & 10-Key by touch

SUMMARY OF QUALIFICATIONS:

Customer Service / Office Management

- 8years experience providing customer service and office support to internal and external customers and employees.
- Acted as liaison between customers, sales associates and production workers.
- Input sales orders and prepared purchase orders for processing.
- Processed money including deposits, payments, refunds and credit applications
- Contacted customers regarding delivery and processed required paperwork prior to shipment
- Daily inventory including preparing multiple excel worksheets for management tracking shipments

Sales

- Approximate monthly sales of \$50,000 in home furniture
- Prepared sales slips and contracts
- Recommended merchandise assisted in selection and placed order based on customer needs and desires.
- Sold protection packages
- Handled customer deposits and payments, including processing credit applications
- Contacted customers to arrange for delivery and to follow up with any needs.

Order Processing/Purchasing

- Responsible for placing all customer and parts orders for 5 retail locations.
- Created and managed all model and part numbers and purchase orders
- Entered purchased orders both electronically and manually
- Maintained and reviewed computerized and manual records of items purchased, cost and delivery.
- Worked closely with sales associates and management to ensure accuracy prior to purchasing
- Composed weekly reports due to management tracking all orders and shipments

EMPLOYMENT:

Office Manager – Southern Fiber Inc.	09/13-04/14	Chehalis, WA
Sales Associate – Furniture Factory Direct	06/07-04/08	Tukwila, WA
Customer Service Representative –La-Z-Boy Furniture	03/06-11/06	Tukwila, WA
Order Processor/Purchasing Assistant – Bassett Furniture Direct	06/04-03/06	Tukwila, WA
Customer Service Representative – Bassett Furniture Direct	01/03-06/04	Tukwila, WA

EDUCATION:

