**Anthony D. Yarnell**

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**Career Objective:**

To work as a customer service administrator with a consumer goods manufacturing company and handle administration of customer service, built trust for the company, and ensure satisfaction of customers.

**Summary of Skills:**

* Excellent customer service and sales experience
* Skilled in conversing with customers in verbal and written English language
* Professional attitude in following protocol and guidelines of the company
* Excellent product knowledge with abilities to resolve issues
* Skilled in working in a team environment and motivating customer service executives
* Outstanding mathematical, reasoning, and computer skills

**Work Experience:**

Customer Service Administrator

GRT Solutions, Fredericktown, OH

October 2014 - Present

* Entering orders of customers in electronic order management system and following up processing
* Informing customers through emails about the dispatch of consignment and how to track them with using the web portal and docket number
* Scheduling daily tasks to on-field sales representative and preparing reports
* Entering and posting details of merchandise received from suppliers
* Ensuring purchase orders, invoices, and dispatch papers are matching and according to the consignment
* Preparing and distributing outgoing mail and managing credit account

Customer Service Administrator

ABC Company, Fredericktown, OH

February 2013 - September 2014

* Answered incoming calls and emails and provided brief answers to customers' requests
* Ensured customers are provided with quality and prompt service and there are no or minimal issues
* Drafted customers reports for internal use and maintained various logs on a daily basis
* Ordered and maintained records of office supplies and daily production
* Prepared purchase orders, recorded payment, and followed up with overdue accounts
* Visited customers in person and collected overdue payments

**Education:**

* Bachelor's Degree in Marketing  
  ABC University, Fredericktown, OH  
  2012

**Reference:**

On request.