**Candidate 85548**

City Personnel | 401-331-2311

**Order Processor**

Enthusiastic administrative professional with substantial experience processing multimillion-dollar orders while providing excellent customer service to internal and external clients. Solution-driven problem solver with proven success in setting priorities and managing multiple tasks. Empathetic and customer-focused with expert-level organizational and communication skills needed to foster professional business relationships globally.

**Key Qualifications**

Accounting | Billing | Client Communications | Compliance | Cross-Functional Collaboration | Customer Service

Data Entry | International Order Processing | Invoicing & Shipping | Problem-Solving | Secret Security Clearance

**Professional Experience**

**Hexagon Manufacturing Intelligence** | North Kingston, RI 1996 - Present

**Customer Order Service Coordinator**

* Delivered administrative support for 4 Hexagon sister companies on a global scale, including processing multimillion-dollar equipment orders. Reviewed and verified order information to ensure 100% accuracy.
* Supplied shipping documents and international invoices within strict timelines and compliance with International Financial Reporting Standards (IFRS).
* Interfaced with internal and external customers daily to process orders and thousands of dollars of service billing, ensuring prompt responses to all requests.
* Partnered with the internal sales team, entering sales orders within 24 hours and communicating accurate information for the production department. Leveraged cross-functional approach to problem-solving.
* Managed complex orders through various platforms and processed credit card charges within the company database to ensure on-time delivery.

**Professional Development**

Incoterms and Shipping Procedures | C.H. Robinson

Incoterms Strategies Seminar - Boston, MA

Ethics, Cyber Security & Business Practices | Hexagon

**Technical Acumen**

Salesforce | ServiceMax | LX | Cognos