



# JAMIE CATARNICHI

2452 Cobblestone, Imperial, MO 63052, 314.971.7300, Jcatarnichi0209@yahoo.com

## PROFESSIONAL SUMMARY

Accomplished upper level Customer Service Specialist with 19 years' experience, Capable of managing a wide range of administrative functions and consistently producing top-quality work. Initiative-taking, professional providing administrative support to top ranking Sales Partners. Work effectively in a challenging environment and consistently prioritize tasks and meet deadlines. Excellent people skills, initiative, diligence, and follow-through skills.

## SKILLS

- Continual Improvement
- Research
- Order Entry
- Microsoft Word
- Sage/ESP
- CRM
- Inside Sales
- Client Communication

## EXPERIENCE

Key Customer Specialist

July 2013 - June 2020

Geiger Bros. Inc | St. Louis, MO

- Customer Service Support for the top-ranking Sales Executive.
- Attend vendor meetings, and tabletop shows, PPAI Conferences, PPAM.
- New Customer Development.
- Create and maintain solid business partner relationships.
- Provide aggressive competitive pricing through research and negotiation.
- Obtain quotes, and when requested prepare for presentation to client.
- Provide creative selling ideas and stay current with trends in the industry.
- Follow through on orders and issues pertaining to assigned sales partners, from start to finish
- Create and maintain strong customer relationships.

Account Coordinator

February 2002 - June 2013

Promotional Consultants, Sage | Chesterfield, MO

- Assistant to President of Company.
- Customer Service Support
- Proposals, product research and presentation development.

- Order handling consisting of entry, vendor, and customer communication, and follow up.
- Organization, managing filing system by customer.
- Attend vendor meetings, and tabletop shows, PPAI Conferences
- New Customer Development.
- Web Development.
- Core contact for Vendor relations.

Office Assistant

January 2002 - March 2002

Adecco | Chesterfield, MO

- Assisted with data entry, customer service.
- Assisted with job placement of temporary employees.
- Organized and maintained employee's work files.

Customer Service Representative Assistant-Receptionist

May 2001 - December 2001

SIA Group, Insurance Brokerage Firm | Jacksonville, NC

- Initially worked as a front-line receptionist handling 8 phone lines, incoming and outgoing faxes, processed incoming mail, and assisted 4 different departments with data entry.
- Promoted after four months to Customer Service Representative Assistant.
- New position consisted of account auditing, invoicing, and imaging, several multi-task assignments.

## REFERENCES

References

1. Wendy Franklin: Geiger – Sales (314) 223-8032
2. Gigi Harvey: Geiger- Office Manager (601) 906-2952

## CERTIFICATES

Master Advertising Specialist (PPAI): May 2020- Present