

Katie Reese

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Customer Service/Inside Sales Support

Brand Marketing	Promotional Products
Customer Service	Account Management
Client Relations	Cross-Functional Communication
Training & Development	Price Negotiations

Degrees: BS, Marketing, University of Tennessee at Martin

Technologies: Salesforce, Google Docs, Slack, Asana

Industries: Promotional Products, Food Processor, Supermarket

CAREER EXPERIENCE

Merchandise Expert, Boundless (1099 contractor) **2015 – 2020**

- Collaborated with order coordinators, accounting, and supplier partners to ensure orders processed smoothly and delivered on time. Average order size of \$2200.
- Worked as part of a team that increased sales 100% over 5 years, to a monthly average of \$200,000.
- Built out, launched, and managed 5 custom online stores for clients using in-house templates tied to the FAST platform.
- Supported my team while working remotely full-time, including occasional travel to meet with clients.
- Attended weekly webinars with supplier partners to stay up to date on the latest trends and products.
- Maintained team communication and task management using Asana, Slack, and Google Docs.

Inside Sales Support, P.O.P Solutions Group (1099 Contractor) **2015 – 2017**

- Responsible for entire order process, from assisting customers with initial quotes, order entry, working through any supplier order issues, and ensuring a timely delivery.
- Communicated with accounts receivable to follow up on customer payments and credit concerns.
- Supported Memphis-based team while working remotely.

Office Manager / Inside Sales Support, P.O.P Solutions Group **2013 – 2015**

- In addition to the Inside Sales Support role described above:
- Managed daily operations including mail and supply ordering, promotional product sample and catalog orders, and FedEx shipments and bulk mailings for internal and external clients.
- Organized Lunch & Learn events to promote a dynamic relationship between clients, suppliers, and POP sales staff.
- Scheduled promotional product vendors for new product showings onsite.
- Supervised one administrative support employee.

Order Processing Specialist, P.O.P Solutions Group

2012 – 2013

- Handled over 100 orders per month.
- Verified order accuracy in proofs, shipping details, and resolved any conflicts.
- Handled fulfillment and coordination for client's end-user event, via shipping and in-room drop gifts at local hotels.

Territory Manager, Bunzl USA

2011- 2012

- Responsible for a \$1,000,000 sales territory in Memphis and northwest Tennessee.
- Presented new and current product lines to major distributors.
- Coordinated sales with purchasing department to maintain proper inventory level.

Customer Service Representative, Bunzl USA

2009 - 2011

- Coordinated with sales reps and customers to ensure order accuracy.
- Negotiated pricing with retailers, distributors and national accounts.
- Communicated with transportation, accounts receivable, and warehousing to maintain solid customer relations.
- Attended trade shows with sales reps to strengthen and build customer relations.

EDUCATION

Bachelor of Science in Business Administration – Marketing, The University of Tennessee at Martin, 2008.

CERTIFICATIONS

- Bachelor of Advertising Specialty Information (BASI) certification, Advertising Specialty Institute, January 2014.
- Master of Advertising Specialty Information (MASI) certification, Advertising Specialty Institute, March 2020.

AWARDS

- Key to Club B Award – supported sales representative in earning the company (Boundless) \$400,000+ gross profit in a year, 2016-2019.