

Laura Chanin

Customer service and sales support specialist with more than 30 years of experience providing efficient and detail oriented services within the promotional products industry. Effective at driving communications with and supporting various market actors. My former colleagues would describe me as a self starter and a fast learner, often picking up out-of-scope tasks and helping others.



LauraChanin1@gmail.com



(949) 300-4290



Foothill Ranch, CA



linkedin.com/in/LauraChanin

SKILLS

QuickBooks

CRM

Continual Improvement

Customer Experience

Salesforce

Sales

Problem Solving

Order Entry

Product Research

Microsoft Office

ACHIEVEMENTS

Geiger Bros Q4 2017 Star Award

INTERESTS

Ballet

Tap Dancing

Arts & Crafts

DIY

Interior Design

Sustainability

Racing

Baseball

Classic Rock

WORK EXPERIENCE

Customer Relations Specialist

Geiger Bros

08/2014 – 06/2020

Tustin, CA

- Provided quality order entry and support for clients, production partners, and sales team.
- Analyzed product viability and provided product recommendations to clients.
- Designed and maintained catalog filing system and created a recycling program.
- Managed training and operations of company-wide operating system.

Customer Service Representative

Above & Beyond Advertising

10/2007 – 08/2014

Irvine, CA

- Served as the first line of defense for customer concerns and provided issue resolution.
- Promoted inter-departmental communication between sales, production, shipping, and design.
- Maintained external relationships with distributors and retail clients.
- Performed accounts receivable functions, such as invoicing and payment processing.

Executive Sales Support

Stratacom Printed Communication Solutions

02/2006 – 09/2007

Irvine, CA

- Assisted company President with all promotional products needs.
- Evaluated product eligibility and provided turnkey sales support.
- Oversaw all order entry and follow up duties on behalf of President.

Customer Service Assistant

Logomark Inc.

03/1998 – 02/2006

Tustin, CA

- Managed e-commerce orders and online client interactions.
- Assisted customer service, purchasing and reject departments.
- Trained and onboarded new hires on company policies and programs.
- Developed and delivered customer gifting programs.

Executive Assistant

Barlow

01/1989 – 05/1997

Los Angeles, CA

- Promoted to Executive Assistant to the President to handle day to day administration needs.
- Conducted account executive duties on house accounts for the president.
- Provided product research and problem solving as a customer service rep.

CERTIFICATES

Master Advertising Specialist - PPAI (03/2020 – Present)

Certified Advertising Specialist - PPAI (04/2016 – 03/2020)