

**JACK JEFFERSON**  
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A versatile customer service professional with more than 12 years' experience in sales, purchasing, inventory control and marketing support for leading manufacturing and consumer products companies.

Expertise includes outstanding interpersonal, retail, negotiating, problem solving and MRP skills. Knowledgeable in Just-in-Time inventory controls.

## **EXPERIENCE**

**Hooper International**, Los Angeles, California

2002-Present

### **Customer Service Representative**

Provide inside sales support for the West Coast territory of an adhesives manufacturer with \$300 million in sales serving the furniture industry.

- In collaboration with three regional sales professionals, sold more than \$4 million in adhesives annually.
- Track 50-70 purchase orders daily to ensure that delivery terms are met.
- Allocated products to three warehouses located in Victorville, Riverside and San Dimas with a combined inventory of \$3 million and 24 inventory turns annually.
- Respond to more than 300 customer inquiries per week by fax, e-mail and phone.
- Negotiate leads, prices, terms, shipping costs and availability with internal and external clients.
- Established inventory levels for five warehouses.
- Played a key role in the preparation of ISO-9000 certification, including writing and editing comprehensive customer service policies and procedures.
- Negotiated a new delivery contract with the Fair Oaks Trucking Company with substantial savings.

**Flow-PRO Corporation**, Orange, California

1998-2002

### **Customer Service Representative (2001-2002)**

Entered, planned and scheduled production orders valued up to \$3 million annually. Worked with manufacturing engineers, buyers and senior management for the world's leading single source provider of flow management products with global sales of \$1.5 billion annually.

- Developed price quotations in support of sales and marketing for the chemical pump division.

### **Database Analyst (1999-2001)**

Assigned SKU code numbers and updated the MRP system for a new multi-million dollar product line.

- Updated and revised bills of materials in the MRP system for more than 10,000 SKUs.
- Reviewed and adjusted product forecasts based on engineering changes.

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**Flow-PRO Corporation, Continued**

**Service Center Coordinator (1998-1999)**

Allocated \$3 million of inventory annually to three quick-response centers nationwide.

- Conducted inventory audits at centers in New Mexico, Idaho and Rhode Island to control forecast accuracy and operating costs.

**Aero Supply Corporation, Riverside, California**

1994-1998

**Inventory Controller**

Handled multiple functions within the inventory department for a manufacturer of high-performance hose and fittings used for aircraft and automotive applications with \$3 billion in sales.

- Analyzed and revised the audit system for pulling customer orders, resulting in a 15% decrease in incorrect shipments and saving \$200,000 annually.
- Acted as customer service liaison among seven branch plants nationwide.
- Created an orientation video program for new employees.
- Developed a presentation for the John Deere Company to comply with ISO-9000 certification.
- Participated in selecting and installing a bar code labeling system.

**EDUCATION**

**Santa Monica College, Santa Monica, California**

**Associate of Science, Applied Business, Dean's list**

**California State University, Los Angeles, Los Angeles, California**

Marketing Courses

**Other Courses:** Blueprint Reading Certificate, Diversity Training Seminar, Pump Processing and Marketing Management Workshop