

# Joan O'Connell

---

---

123 Main St, Port Moody, BC V3H1A5  
Cell: 415-123-4567 : Joan123@gmail.com

## Career Focus

---

Accomplished management professional with over 20-years experience in directing customer service and sale support functions in fast-paced, high volume environments. Excellent communication and interpersonal skills; builds rapport and relationships with senior management, peers, and clients.

## Relevant Professional Experience

### *Customer Service*

- Held full accountability scheduling and training administrative and customer service teams, ensuring optimal coverage and support of client needs.
- Served as primary contact for national accounts regarding purchase orders, shipping, billings, and other pertinent issues.
- Investigated and resolved wide-array of customer complaints and inquires, ensuring highest level of satisfaction.

### *Administrative Leadership*

- Supported operational effectiveness by overseeing and performing quality control, typesetting, buying/purchasing, traffic control, inventory management, pricing, invoicing, and collection functions.
- Provided hands-on leadership to 4-person team of office associates, along with serving a primary resource for 8 remote plant location's Scales Office Buyer, Purchase Order, and Export Booking Coordinator.
- Leveraged expertise in import and export regulations to manage all interactions with United States Customer Border personnel.

### *Operations and Sales Support*

- Instrumental in successful start-up of new \$10M Calgary plant location by authoring and rolling out SOPs, policies and operational procedures.
- Served as back-up for Sales Manager during period of absence, including 6-weeks of annual coverage during vacations.

## Work Experience

---

### **Customer Service Supervisor**

January 1997 to January 2010

**Metro Waste Paper Recovery Inc.** – Surrey, BC

### **Customer Service Support**

January 1989 to December 1996

**Classic Envelope LTD** – Richmond, BC

### **Office Manager**

September 1982 to December 1988

**Northern Feather LTD** – Vancouver, BC

## Professional Development

---

- BCIT Sales Support and Marketing Strategies (2002)
- BCIT Accounting I, II, and III Certificated (1994-1995)

## Affiliations

---

- PAC Secretary, Glenayre Elementary and Banting Middle School