

Deborah Ann Fuller
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QUALIFICATION SUMMARY 15+ years of experience managing multiple projects and responsibilities from concept through final production details. Effectively communicates through verbal and written skills. Detail oriented and easily adapts to changes in a day-to-day environment.

Software - Microsoft Office, Adobe Suite

Critical Skills

• Analytical Thinker • Self Motivated • Effective Communicator • Detail Oriented • Multitasker

PROFESSIONAL EXPERIENCE **Customer Service Account Manager | ProAmpac - Westfield, MA** **12/2022 - 1/2024**

- Serve as the first point of contact for multiple accounts of varying sizes. Maintain excellent communication with clients through various channels including email, phone calls, production reports, and weekly Teams meetings.
- Input all orders with detailed job specifications to ensure they are scheduled appropriately within the production timeline.
- Follow up on scheduled orders by sending acknowledgments providing confirmed dates and pricing details to clients, ensuring clarity and accuracy.
- Provide clear and concise answers to client inquiries related to production processes. Process any change requests promptly by liaising directly with the scheduling department to ensure seamless execution.
- Collaborate with the Product Development team to address any requests for new products or modifications to existing ones. Facilitate communication between clients and the product development team to ensure alignment with client needs and company capabilities.
- Coordinate the setup of truckloads for shipping direct to customers, ensuring efficient and timely delivery while meeting customer expectations.

Customer Service Specialist | Smith & Wesson - Springfield, MA **12/2021 - 12/2022**

- Work directly with individual customers by communicating through telephone calls or email requests, providing exceptional customer service and support.
- Process orders for warranty repairs and parts, ensuring accuracy and efficiency in all transactions.
- Troubleshoot processing issues with received repair orders, including identifying and resolving any incorrect or incomplete information.
- Advise customers on technical questions regarding their firearms including information on parts and accessory compatibility as well as proper storage, care and handling of their item.
- Conduct thorough reviews of repair order issues in the receiving department, ensuring all necessary information is correct and up-to-date.
- Update customer and dealer information when needed in the shipping department promptly and accurately before items are returned, maintaining detailed records for future reference.

Sales Associate | Home Depot - Hadley, MA **9/2021 - 12/2021**

- Assist customers with inquiries regarding products and services in the flooring department.
- Input and schedule orders for in home flooring purchases.
- Answer any questions pertaining to available products, technical specifications and availability on a variety of goods and services throughout the store.
- Organize and refill products as needed.

Graphic Designer | Buxton Co. - Springfield, MA **6/2003 - 12/2020**

- Spearheaded design, scheduling and execution of quarterly seasonal product catalogs and account tailored sales presentations. Nurtured strong relationships with the executive team, manufacturers, supervisors and production line personnel.

EDUCATION Springfield Technical Community College, Springfield, MA
Associate in Science in Graphic Arts Technology