

Jide Santos

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PROFESSIONAL OVERVIEW

Highly motivated and results-oriented Customer Service professional with over 5+ years of experience in supply chain administration. An adaptable and transformational leader who can work independently, make critical decisions during challenges, create effective solutions, and develop opportunities that further establish organizational goals. Dependable, detailed, and organized team player skilled at building cross-functional teams, relationships, driving customer satisfaction, and communicating effectively and efficiently. Understand the contractual nature of a Purchase Order (PO), the key players in our supply chain operations, the importance of paying to details on a purchase order document, and the laws that bind international and regional shipments.

PROFESSIONAL EXPERIENCE

Designs For Health

Accounting Clerk (Temporary Assignment)

Suffield, CT

Feb 2024- Present

- Create vendor records for practitioners on commissions.
- Set up tax and banking information for vendors in Canada and the US.
- Verify customer Tax Classification and 1099 Eligibility.
- Audit and solve anomalies in vendor records.
- Manage tax form inquiries via email and phone communication.

Nord Gear

Inside Sales Rep/ Customer Services Rep

Waunakee, WI

May 2022- January 2024

- Delivered exceptional customer service by addressing inbound calls and inquiries in a fast-paced environment, resolving issues, and providing product information to customers via phone, email, and live chat.
- Participated in training sessions and workshops to enhance product knowledge, communication skills, and customer service techniques.
- Utilized consultative selling techniques to understand client requirements and recommend appropriate solutions.
- Conducted outbound sales calls to prospective clients to introduce products and services, identify needs, and qualify leads.
- Assisted customers with quotes, order placement, tracking, and returns, ensuring accuracy and timely resolution of issues through ERP systems.
- Worked closely with district and regional sales managers on capacity reports, cut price sheet approvals and lead times.
- Maintained detailed records of customer interactions, inquiries, and resolutions in CRM systems.
- Collaborated with cross-functional teams to escalate and resolve complex issues, ensuring a positive customer experience.
- Stayed updated on industry trends, competitor activities, and market developments to adapt sales strategies accordingly.
- Achieved annual sales targets and exceeded performance targets for response times and customer satisfaction.

Echo Engineering

Order and Data Entry Specialist

Indianapolis, IN

August 2021- April 2022

- Accurately processed incoming orders through various channels, including phone, email, and online platforms.
- Enter and maintain customer information, product details, and order specifics into the database with precision and attention to detail.
- Facilitated the procurement of products based on RFQs by logging updated forecast data from clients using our company's MRP System.

- Managed the processing of purchase orders (o/e transactions/ order entry), changed pricing (i/c item & price lists), solved order abnormalities and returns (RMAs), processed, and set up credit card payments through ERP systems.
- Collaborated with the sales team to ensure accurate order fulfillment and resolve any discrepancies or issues with orders.
- Managed client accounts and performed regular data quality checks to guarantee accuracy and completeness of the database.
- Generated reports on order status, inventory levels, and other key metrics as needed.
- Assisted with inventory management tasks, including monitoring stock levels, and coordinating with suppliers.
- Provided exceptional customer service by promptly responding to inquiries and resolving order-related issues.

Stash

Fishers, IN

Customer Service Representative

February 2020- July 2021

- Served as the primary point of contact for customers, addressing inquiries, resolving issues, and providing information on a range of financial products and services.
- Managed a high volume of inbound calls and emails, ensuring prompt and accurate resolution of customer concerns while maintaining a positive and professional demeanor.
- Educated customers on the features and benefits of various financial products, including checking and savings accounts, loans, credit cards, and investment options.
- Collaborated with other departments, such as operations, lending, and compliance, to address complex customer issues and ensure seamless service delivery.
- Maintained detailed records of customer interactions and transactions using CRM software, updating account information, and documenting resolutions for future reference.
- Participated in ongoing training and professional development activities to stay current on industry trends, product updates, and regulatory changes, enhancing job knowledge and performance.
- Protected the privacy of clients and maintained confidentiality of all sensitive information.

Wisconsin Elections Commission

Madison,

WI

Election Aid (Contract/Temporary Assignment)

September 2019 – November 2019

- Assisted in the planning, organizing, and execution of local election campaigns, ensuring compliance with electoral regulations and guidelines.
- Coordinated logistics for campaign events, including securing venues, managing equipment, and liaising with vendors.
- Implemented voter outreach strategies, including door-to-door canvassing, phone banking, and social media engagement, to increase voter turnout and awareness.
- Provided administrative support by maintaining voter databases, preparing campaign materials, and managing correspondence.
- Conducted research on key issues and candidates, producing briefing documents and informational materials for campaign staff and volunteers.
- Collaborated closely with campaign managers, volunteers, and community stakeholders to foster positive relationships and enhance campaign effectiveness.

EDUCATION

Babcock University - Nigeria

Bachelor of Science (BSc) in International Law, May 2015

University of Indianapolis – Indianapolis, IN

Master of Arts (MA) in International Relations, Anticipated

COMPUTER SKILLS

Highly proficient in MS Office (Word, Excel, PowerPoint, Outlook), Adobe Pro, SAGE, Salesforce, SAP, Oracle (NetSuite).