

## **Julie Ann Anderson**

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### **SUMMARY**

Proactive Customer Service Manager and Operational Specialist who can quickly identify actual and potential business problems and implement solutions in challenging and diverse environments. An innovative and experienced professional with a background in strategic design, cross-functional process reengineering and project management. Proven ability to uncover and execute revenue enhancement and cost-control initiatives. Strong collaboration and close interaction with Sales and Business Units. Other areas of expertise include:

- Strong Leadership Skills
  - Staff Recruitment & Training
  - Strong Communications
  - New Acquisition/Start ups
  - Adaptable / Flexible
  - Vendor Relationship Building
  - Budget/Expense Control
  - Organization & Follow-up
  - Computer Proficient
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### **PROFESSIONAL EXPERIENCE**

**REMINGTON ARMS**, Madison, NC  
*Customer Service Manager*

2000-2010

- Managed team of 11 associates and 1 Team Leader in a leading firearms, ammunition and accessory company.
- Managed the order entry with \$800 million in annual sales.
- Demonstrated success in executing and monitoring Sarbanes Oxley guidelines for the Department.
- Maintained quality accuracy of 96% or higher each month and less than 7% abandonment call rate.
- Maintained weekly aged delivery holds at 7 days aged and 24 hour turnaround in order entry.
- Utilized SAP system for daily work activity along with EDI process for large volume customers.
- Collaborated with all business units within the organization to resolve programs issues.
- Reviewed activity reports on a daily basis along with other performance data to measure productivity and goal achievement and to determined areas that needed attention and program improvement.
- Assisted with implementation of several acquisitions within the company to ensure order entry and implementation was successful.
- Used AVAYA phone system along with phone monitoring through the TASKE call monitoring system.
- Coordinated and executed annual price increases and change of terms based on yearly programs
- Demonstrated success in training new hires to achieve their goals and objectives of the department while motivating employees.
- Reviewed and coached all employees through yearly business unit programs.
- Evaluated employees' job performance and conformance to regulations and recommended appropriate personnel action
- Established and implemented departmental policies, goals, objectives, and procedures, conferring with top management.
- Maintained a yearly budget of \$800,000

**REMINGTON ARMS**, Madison, NC  
***Credit Analyst – Accounts Receivable***

1996 – 2000

- Produced monthly aged collection reports and mailed monthly statements.
- Resolved discrepancies on accounts
- Administered credit approval and collection for over 200 accounts
- Worked directly with sales reps and business units to reconcile disputes
- Provided a monthly performance report to the Credit Director on progress of collection and resolution of disputes.
- Maintained account receivable reports
- Extended terms to customers as needed
- Assisted in monthly closing
- Analyzed accounts for aging purposes

**AMERICAN EXPRESS**, Greensboro, NC  
***Team Leader***

1986-1996

- Served as a Consumer Relations Representative for goods and services utilizing strong negotiation skills to resolve disputes involving both card members and merchants.
- Reviewed work of Customer Service Representatives for quality improvement.
- Handled disputes between retail merchants as well as card members.
- Resolved and analyzed incoming Cardmember correspondence in accordance with established policies and procedures.
- Trained and supervised new employees in performing preliminary preparation for customer service.
- Worked in a high volume workflow environment where overall performance efficiency and accuracy is constantly traced for continuous improvement.

**EDUCATION**

Business Classes, Indiana Business Technical College, Evansville IN

**PROFESSIONAL DEVELOPMENT**

- Leadership Training
- Stress Management
- Strategic Planning
- Team Based Problem Solving
- Risk Management
- Shared Leadership
- Time Management
- Team Based Problem Solving
- Myers Briggs Type Indicator Qualifying Program
- Change Management
- Communication Skills
- Building On Your Abilities
- How to Manage Difficult People

**SUPPORT SYSTEMS**

SAP 6.0  
Shared Point  
Sales Force

