

Renita Courts
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OBJECTIVES

CREDIT • OPERATIONS SUPPORT • CUSTOMER SERVICE

SUMMARY

Quality-focused Customer Service / Credit Representative with successful experience in both business-to-business and consumer sales and credit support. Committed to quality and building an organization focused on teamwork, agility, creativity, and profitability. Ability to manage multiple tasks without compromise to quality or productivity. Excellent communication skills. Proficient in MS Office, Excel and Outlook.

AREAS OF EXPERTISE INCLUDE:

- Credit and Collections
- Logistics Management
- Organization
- Diplomacy
- Flexibility
- Communication skills
- Leadership
- Time Management
- Problem Solving & Decision Making
- Process Improvement.
- Customer / Vendor Relationships
- Invoicing

EMPLOYMENT HISTORY

SIGNODE INDUSTRY PACKAGING SYSTEMS, Greensboro, NC
1999-2009

(An ITW Company-Global Manufacturer ranked 323 on the FT Global 500)

Customer Service Representative-Brick Industry Division

Supported operations for a staff of 5-7 sales specialists including inventory control at over 100 sites, scheduling product testing and delivery, budget management, credit and collections, pricing and maintaining highest quality customer service and customer data accuracy. Resolved

customer complaints caused by quality or shipping issues.

- Reduced Accounts Receivable from >2% to <1%
- Allocated material to customers during a temporary plant closure to insure their continued operation while minimizing companies' freight expense.
- Reduced inventories at consignment locations by working with customer's requirements and company inventory from a level of 2.5% to ~1.5%.
- Enabled manufacturers and customers to procure adequate material for customer needs during world wide steel shortage.
- Handled redistribution of customers and company inventory after ITW reorganization. Customer base was increased ~30%
- Managed collections for 4 business units in addition to Brick Industry.

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Halstead Industries, Greensboro, NC
1995-1999
Credit Representative

Processed customer credit applications utilizing D&B Reports, collected delinquent accounts and maintained accurate electronic and paper customer data files. Represented company at national credit reporting meetings.

- Recovered over \$100K in unauthorized customer discount deductions
- Operated 3 different computer systems to support different business units.
- Handled credit approvals and collections for US and International accounts with open Accounts Receivable of \$500K.
- Communicated directly with owners of plumbing distribution businesses to resolve credit matters.
- Worked with ~ 15 sales representatives regarding customer orders on a daily basis.

Customer Service Representative

Entered customer's orders received by phone and fax. Responded to customer's inquiries regarding product specifications, pricing, and availability.

- Worked with both company and independent sales representative to insure accurate sales order entry.
- Called customers to advise them of pending price changes to generate sales.

Duke Power Company, Greensboro, NC and Eden, NC
1984-1994
Regional Coordinator-Merchandising

Performed Human Resource functions including interviewing, explaining and processing benefits information to new hires and participated in exit interviews.

- Team leader for customer service representatives for appliance service and delivery.
- Posted cash generated from sales and processed returns and credits.
- Approved vendor invoices for payment; arranged sales meetings.

Customer Service-Merchandising

- Received customer calls for appliance delivery and repair service.
- Scheduled service technicians for appliance repair and delivery personnel for appliance delivery.
- Maintained customer appliance files.

Customer Service-Electrical Operations

- Received customer calls regarding power outages.
- Maintained accurate customer files on company database.

EDUCATION

Completed numerous company sponsored courses including:
Customer Service Skills ▫ Phone Etiquette ▫ Handling Customer Complaints ▫ Leadership
Training, Antitrust Laws ▫ Ethics and Best Practices ▫ MS Office

COMMUNITY INVOLVEMENT

Hospice Volunteer ▫ Work with homeless community