

## PURCHASING AGENT

### Summary

Experienced buyer with demonstrated organization, customer service, communication, management and relationship-building skills.

### Highlights

- Retail Management
- 10-key By Touch
- MS Office
- PowerPoint
- Customer Service
- Scheduling
- New customer acquisition
- Fluent in Spanish
- Outlook
- Problem Resolution
- Regulatory Compliance
- Front-Office Operations
- Report Preparation
- Marketing & Sales
- PhotoShop
- Dependable and reliable

### Education

Bachelor of Arts , Communication 2001 ST. EDWARD'S UNIVERSITY 1/4 City , State

### Communication

### Experience

Purchasing Agent Jan 2011 to Current

Company Name 1/4 City , State

- Source, develop and maintain dynamic supplier relationships in order to obtain competitive pricing for components and raw materials.
- Generate requests for proposals, communicate and verify technical specifications to suppliers, analyze supplier responses, negotiate pricing, payment terms and consignment solutions with suppliers.
- Work with Accounting Department to coordinate timely deposits as required by suppliers.
- Review and interpret Material Resource Planning (MRP) reports.
- Work with Sales, Engineering and Production teams to coordinate purchasing in order to meet critical project deadlines.
- Generate purchase orders for fabricated components, raw materials and supplies used in the manufacturing process in accordance with engineering project requirements, expedite and ensure orders are confirmed in a timely manner.
- Assist Production Manager, Planners and Project Engineers in coordinating and expediting the flow of materials, goods and services into the manufacturing and assembly process.
- Communicate vendor concerns and/or issues to upper management in an effort to improve material flow efficiency.
- Provide resolution on the status of any supplier quality or delivery issues to internal customers.
- Provide feedback to suppliers regarding damages, shortages, defective or unacceptable product with the supplier and take corrective action.

Banking Center Manager II Jan 2009 to Jan 2011

Company Name 1/4 City , State

- Periodically communicate with upper management to review branch performance assessments and update staff on business developments, ensuring full compliance requirements and tight deadlines.
- Author professional correspondence to customers and vendors.
- Deliver series of presentations for local businesses, providing product information and educating employees on basic financial management.
- Conduct sales and compliance sessions with entire banking center team on a monthly basis.
- Manage all aspects of day-to-day operations as manager of retail branch for 15 associates: Ensure the audit/compliance procedures of the center are followed, while maintaining the highest level of customer service.
- Ensuring completion of regulatory compliance and training specific to sales and service responsibilities for myself and my associates.
- Conduct and approve quarterly and yearly performance evaluations of associates, plus developing and monitoring individual quarterly development plans for all direct reports.
- Generating sales leads through community outreach activities and developing business partners, while building internal relationships.
- Managing difficult situations with customers and providing clients with information, data, and advice.
- Supervising and coaching teams on the proper behaviors, sales techniques, service expectations and compliance guidelines, while modeling the same.
- Coach and train the teller and seller team to process transactions accurately, efficiently in accordance with established policies and procedures.
- Uncover and satisfy customer needs through the sale of financial products and services, while running all aspects of an efficient and productive branch.

Assistant Banking Center Manager Jan 2004 to Jan 2009

Company Name 1/4 City , State

- Assisted branch manager in a retail banking branch with direct accountability of 17 associates Assisted in the deployment of communications to assist banking center in product sales goal adoption and sustainment.
- Personally delivered sales coaching and sustainment strategies to drive bank product sales in the banking center.

- Interacted directly with associates on a daily basis to provide performance data in order to drive a sales and compliance focus.
- Created daily, weekly and monthly coaching routines to drive understanding of compliance goals and measures to support those goals.
- Coordinated and facilitated monthly banking center meetings with all banking center associates to encourage effective coaching, helping associates overcome sales challenges.

Teller/Teller Operations Specialist Jan 1999 to Jan 2004

Company Name 1/4 City , State

- Directly managed seven associates' performance to include sales, compliance, operational excellence, and the customer experience Created tools and resources to ensure associate readiness of new initiatives.
- Accountability for cash accuracy and led performance that resulted in 100% zero teller cash differences for two consecutive months.
- Managed compliance results and held monthly meetings to ensure all associates understood compliance goals and activities required to support the goals.
- Supported in the final closing of banking center.

Languages

Bilingual in Spanish

Interests

Little League Volunteer U6 Soccer Coach

Team Bank of America Community Volunteer

Additional Information

- Team Bank of America Community Volunteer
- 2010 Queen of Hearts Award for most team involvement in community service activities 2008
- Top Performer Award
- 2004 Top Teller Performer Award Alpha Phi Omega Co-ed
- Community Service Fraternity St. Edward's Communication Society Member
- Salutatorian of High School Class

Skills

10-key By Touch, Accounting, Photoshop, banking, developing business relationships, coaching, competitive, Customer Service, delivery, focused, Front-Office, Regulatory Compliance, management, manufacturing process, Marketing & Sales, materials, Microsoft Office, Outlook, PowerPoint, MRP, policies, presentations, pricing, Problem Resolution, proposals, purchasing, quality, retail, Retail Management, Sales, Scheduling, Spanish, Supervising