# Vera Ishii

*Industrial Supply Sales Associate*

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## Summary

Resourceful and customer-focused professional with 11+ years of experience in retail sales, customer service, and industrial supply environments. Proven track record of meeting sales targets, developing lasting customer relationships, coordinating daily operations, and contributing to team goals. Demonstrates strong organizational skills, adaptability to changing priorities, and the ability to learn technical product details through hands-on experience and training. Skilled in managing inventory, cash handling, order processing, and basic account management in high-volume settings. Eager to further develop sales and technical abilities in an industrial environment. Currently pursuing certification in industrial sales.

## Experience

### Industrial Supply Sales Associate at True Value Industrial Supply

Mar 2020 – Present

Serve as a sales associate specializing in light industrial equipment, tools, and MRO supplies across diverse manufacturing and contractor client base.

* Assist outside sales representatives by preparing quotations, confirming inventory, arranging deliveries, and coordinating service follow-up activities.
* Provide in-depth product information and recommend appropriate solutions for customer projects, increasing customer retention by 18% over two years.
* Maintain accurate records of sales orders, delivery schedules, and basic customer account information in SAP; completed introductory e-learning modules in Salesforce.
* Coordinate with service technicians for warranty or repair requests, ensuring timely resolution and positive customer experiences.
* Cross-trained in receiving, stocking, and cycle counting procedures within the warehouse; participate in semi-annual inventory audits.
* Recognized by management for strong customer feedback and attention to detail in handling error-free order submissions.
* Supported launch of new rental equipment service offering, contributing to a 12% increase in Q3 equipment rental revenue (2022).

### Sales & Customer Service Specialist at Southern Home Hardware

Jun 2014 – Jan 2020

Delivered front-line customer service in a hardware and home supply retail setting, focusing on both DIY consumers and small business clients.

* Processed daily sales using POS terminals, handled cash, returns, and card payment reconciliation with high accuracy.
* Rotated duties between paint, electrical, and tools departments, providing product guidance and upselling compatible accessories and services.
* Handled special orders, coordinated with external vendors on deliveries, and ensured customers received timely updates.
* Supported small commercial account clients with recurring purchase orders by tracking requests and providing quotes when needed.
* Engaged in inventory control, re-stocking, and maintaining organized sales floor.
* Maintained an average customer satisfaction score of 94% (tracked by in-store feedback and online reviews) from 2017–2019.

### Customer Service Representative at Bryant & Linde Office Supplies

Aug 2011 – May 2014

Provided order support, product information, and issue resolution for B2B and individual clients over the phone and in-store.

* Entered and tracked sales orders in proprietary database; supported delivery scheduling and post-sale follow-ups.
* Developed rapport with repeat customers, assisting with requests ranging from simple product inquiries to bulk supply coordination.

### at Employment Gap

Feb 2020 – Mar 2020

Short gap due to store closure (COVID-19 shutdown); rapidly secured new role at True Value Industrial Supply.

## Education & Training

### Bachelor of Arts, Communications

York College of Pennsylvania

– May 2011

## Skills

Customer Relationship Building, Consultative & Needs-Based Selling, Retail & B2B Sales Support, Inventory & Stock Management, Team Collaboration, Order Processing & Fulfillment, Cash Handling & POS Systems, Basic Technical Product Knowledge, Time Management, Communication (Written & Verbal), Problem Resolution, MS Office Suite, ERP/CRM Exposure, Data Entry & Basic Reporting, Multitasking in Fast-Paced Settings, Attention to Detail, Adaptability & Quick Learning, Territory Familiarity, Valid PA Driver’s License

## Languages

### English | – Present

Native

### Japanese | – Present

Conversational (family fluency; basic business vocabulary)

## Certifications & Credentials

### Certified Inside Sales Professional (CISP) | – Present

AA-ISP

Certified Inside Sales Professional (CISP), AA-ISP – In Progress (expected completion Fall 2024)

### OSHA 10-Hour General Industry Safety | 2022-04

OSHA 10-Hour General Industry Safety – Completed April 2022

## Awards

### Strong customer feedback and attention to detail in handling error-free order submissions | – Present

True Value Industrial Supply

Recognized by management for strong customer feedback and attention to detail in handling error-free order submissions.

### Maintained an average customer satisfaction score of 94% | 2017-2019

Southern Home Hardware

Maintained an average customer satisfaction score of 94% (tracked by in-store feedback and online reviews) from 2017–2019.

## Projects

### New rental equipment service offering | Jul 2022 – Sep 2022

Supported launch of new rental equipment service offering, contributing to a 12% increase in Q3 equipment rental revenue (2022).

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### Streamlined process for backordered items | – Present

Contributed to implementing a streamlined process for backordered items, leading to a 15% reduction in customer wait times.

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## Interests

### Industrial technology | – Present

* Regularly attend local manufacturing open houses and trade events

## References

### – Present