# Victoria Barnes

*Senior Customer Service Representative / Portfolio Manager*

Denver · Colorado · US

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| **Profile**  Dynamic Customer Service professional with 17 + years of experience delivering high‑impact support to B2B wholesale accounts valued at $6M+ annually. Proven track record of improving order‑fulfillment accuracy, meeting and exceeding SLA targets, and driving revenue‑generating initiatives through strong analytical, ERP, and CRM expertise. Skilled at leading cross‑functional teams, coaching new hires, and translating complex data into actionable insights. Recognized for cultivating lasting relationships with sales partners and customers, resulting in measurable improvements in satisfaction, retention, and profitability.  **Skills**  Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), Order Management & EDI Processing, Advanced Excel, Data Analysis & Reporting, Process Improvement, Team Leadership & Coaching, Communication, Problem Solving & Decision‑Making, Time & Project Management, Negotiation & Pricing Administration, Compliance & Quality Assurance, Customer Retention & Upsell Strategies, Microsoft Office Suite, Multilingual  **Languages**  English — Native speaker  Spanish — Professional working proficiency  **Awards**  SLA Boost  Global Trade Solutions  Elevated overall SLA compliance from 89% to 96% within 12 months at Global Trade Solutions.  Error Reduction  Global Trade Solutions  Cut order‑processing errors by 27% through automated PO tracking and Excel VBA tools.  Revenue Growth  Apex Logistics Solutions  Generated $1.2 M in upsell revenue by identifying cross‑sell opportunities at Apex Logistics.  Process Efficiency  NorthStar Supply Corp.  Saved ~400 hours annually by eliminating duplicate data‑entry steps at NorthStar Supply Corp.  Customer Satisfaction  Maintained a consistent CSAT score of 4.8/5 across all roles, culminating in a company‑wide NPS increase from 71 to 84.  Leadership Impact  Mentored 8 junior staff members; 4 achieved promotions within 18 months under my guidance.  **Certifications**  Certified Customer Service Professional (CCSP) | 2019  Customer Service Institute  Six Sigma Yellow Belt | 2020  International Association for Six Sigma Certification  Salesforce Administrator Credential | 2022  Salesforce  **Interests**  Trail hiking  Culinary arts: experimenting with global cuisines  Tech podcasts  Supply‑chain technologies: reading about emerging supply‑chain technologies | **Experience**  **Senior Customer Service Representative / Portfolio Manager at Global Trade Solutions**  Apr 2023 – Present   * Manage a $6.2 M portfolio of wholesale accounts, processing an average of 1,200 orders per month through SAP and non‑EDI channels. * Lead a team of 5 CSRs, providing daily coaching, performance tracking, and SLA compliance reviews. * Achieved a 96% SLA compliance rate (up from 89% in FY 2022) by redesigning the Order Exception workflow and implementing real‑time KPI dashboards. * Developed a customer‑specific PO tracking system, reducing order‑to‑delivery cycle time by 15% and decreasing manual entry errors by 27%. * Partner with Demand Planning to resolve supply‑chain disruptions, resulting in $1.1 M of saved revenue from avoided stock‑outs.   **Customer Success Manager at Apex Logistics Solutions**  Jan 2021 – Mar 2023   * Served as primary point of contact for 45 B2B clients, overseeing order fulfillment, pricing adjustments, and service‑level negotiations. * Implemented a Salesforce Service Cloud case‑management workflow that cut average resolution time from 6 hours to 3.2 hours, boosting Net Promoter Score (NPS) from 71 to 84. * Conducted quarterly business reviews, identifying upsell opportunities that generated $1.2 M in incremental sales. * Trained and mentored 3 junior CSRs, leading to a 30% increase in internal promotion rate.   **Team Lead – Customer Service Operations at NorthStar Supply Corp.**  Jul 2018 – Dec 2020   * Supervised a 7‑member service team handling a $4.5 M wholesale account base; instituted daily “Morning Exception Review” meetings that reduced order backlog by 22%. * Piloted a Lean‑based process improvement project that eliminated duplicated data entry steps, saving ≈ 400 hours of labor annually. * Coordinated with Planning and Sales to approve price changes and create custom discount structures, contributing to an 8% increase in repeat order volume.   **Senior Customer Service Representative at NorthStar Supply Corp.**  Jun 2015 – Jun 2018   * Processed high‑volume EDI and non‑EDI orders, maintaining 99.2% data‑entry accuracy. * Acted as subject‑matter expert for SAP order‑entry, training 12 new hires and creating a reference guide adopted company‑wide.   **Customer Service Specialist at Midwest Wholesale Distributors**  Mar 2011 – May 2015   * Handled inbound calls and email inquiries for over 200 wholesale customers, consistently achieving a CSAT score of 4.8/5. * Managed order changes, returns authorizations, and shipping error resolutions; reduced average handling time by 18% through process automation scripts.   **Order Entry Clerk at Alpha Manufacturing**  Jun 2008 – Feb 2010   * Performed data entry for purchase orders using Oracle JD Edwards, maintaining a 0.3% error rate. * Provided support during a 3‑month system migration; earned “Outstanding Contributor” award for seamless transition.   **Education & Training**  **Master of Business Administration (MBA), Operations Management**  University of Colorado – Boulder  – May 2014  **Bachelor of Science in Business Administration, Marketing**  Colorado State University – Fort Collins  – May 2008  **References**  **Available upon request** |