



# Mgr. Nicole L. Harris

CUSTOMER SERVICE AND DISTRIBUTION MANAGER

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## Shrnutí

Results-driven professional with 10 years experience managing high-volume business operations. Excellent problem-solving skills and a strong orientation in customer service/ satisfaction. Able to work under pressure in fast-paced, time-sensitive environments. Experienced in analyzing and streamlining product delivery systems to increase productivity, quality and efficiency. Proven ability to manage projects from planning through execution and completion. PC proficient in Microsoft office applications with extensive knowledge of system capabilities.

## Vzdělání

8. 2000 - 8. 2006

### **Univerzita Karlova v Praze**

Matematicko-fyzikální fakulta

Obor: Discrete Models and Algorithms, Softwarové a datové inženýrství

Titul: Mgr.

## Studijní praxe a stáže

2. 2005 - 4. 2005

### **IBM**

Distribution Analyst

Project team member for the implementation of a new inventory management system to support the business and improve customer service. The system comprises applications from American Software, runs on an IBM AS400 platform, supports remote warehouses and is linked to major vendors. Worked extensively with MIS staff as client representative to develop user requirements, work flow procedures and user documentation. Trained staff at both corporate headquarters and warehouse facilities during implementation phase. Post-implementation responsibilities involved a series of improvement projects.

## Pracovní zkušenosti

2. 2005 - doposud

### **Pilsen**

Customer Service Manager

Rapidly promoted through several increasingly responsible assignments to current position as Customer Service Manager. Direct the strategic planning, development, staffing, management and financial performance of Pilsen's customer service organization. Scope of responsibility impacts product flow and distribution to 900 distributors nationwide with revenues of more than \$350 million annually.

2. 2003 - 2. 2005

### **IBM**

Analytik

Successfully maintained exemplary customer service levels during the introduction and explosive growth of Pilsen Ice, the largest imported product launch in the industry. Coordinated the implementation of new packaging affecting the entire IBM brand family. Worked cooperatively with wholesalers and sales staff in placing orders and converting existing orders to ensure proper timing of inventory runouts at the distributor level. Reorganized customer service organization and improved customer service levels from 70% to over 95%.

# Jazyková gramotnost

## Angličtina

- Proficient (C 2) CPE (Certificate of Proficiency in English)



## Němčina

- Intermediate (B 1)



## Certifikáty, licence, akreditace

- doposud

### CooR 2 Certificate

Vydavatel: Inso systems

## Dovednosti a odbornosti

### Team Cohesion



### Cross-functional Team



### Leadership

### Database Administration



### Business Analysis



## Kurzy a školení

### Microsoft developer II.