

ERIK NELSON

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Results driven Client Services Manager with a proven record of exceeding customer expectations. Background includes team management, training, performance appraisals, project planning, out-bound logistics and new client integration.

WTH TECHNOLOGY

August 2011 – November 2011

A software firm specializing in Emergency Management, 911 Dispatch & County Assessment mapping solutions.

Service Manager

- Developed installation plans to integrate new business.
- Streamlined project reporting to highlight potential issues and accurately project monthly invoicing
- Supervised staff responsible for servicing existing accounts in 137 counties.
- Wrote, developed and compiled procedures for Customer Service manual.

DITAN DISTRIBUTION, LLC – a Cinram Company

June 1999 – August 2011

A leading retail logistics services provider to major retail chains, video game publishers, manufacturers and distributors. Specializing in direct-to-store distribution of time-sensitive products.

Client Services Manager

Directed a staff of 8 customer service representatives and Client Advocates in a high volume, multi-customer environment.

- Planned several new product releases during seasonal peaks, representing tens of millions units sold; ensured on-time delivery.
- Planned and implemented strategic “special projects”, including retail floor displays, retail specific product packaging and product assembly, for major clients.
- Directed life cycle of projects from concept, material and staff planning, assembly, shipping and successful time specific delivery to market.
- Developed new-hire training program, for customer service representatives and account managers, leading to shorter training period, increasing service consistency and employee/client satisfaction.

Client Advocate

Main point of contact for key accounts, such as Lucas Arts, Ubisoft, Sega, and Atari. Managed all aspects of client relationships.

- Monitored all order and inventory activity, ensuring accuracy from product receipt through shipment. Prioritized change requests, communicated customer forecasts to Sales and Operations Teams.
- Consistently maintained a high level of responsiveness to client inquiries and concerns. Researched client issues and managed claims.
- Regularly reported to customers; order detail, proof of delivery, receiving and inventory control data.
- Established and maintained partnership relationship, resulting in client loyalty and increased business opportunities.

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Unisource

July 1997 – April 1999

Independent distributor of commercial printing and janitorial supplies
Renton, WA

Customer Service Team Leader

- Developed, Managed and trained a team of 12 in a call center environment.
- Responsible for call auditing, CSR product knowledge and external quality audits.
- Developed new hire training program.
- Maintained sales data for Pacific North West sales region.

Future Shop

February 1995 – July 1997

Consumer electronics, retail

Audio Training Manager

- Taught audio product knowledge, sales techniques and company culture to new employees.
- Key member of “New Store Team”. Opened and trained staff at several retail locations in the Seattle and Salt Lake City markets.
- Oversaw day to day operations at the store and department levels.
- Promoted due to exceptional sales, product knowledge and customer service.

Training

- ISO 9001: 2000 STANDARD
- Business Conduct & Ethics
- Leadership and Organizational Change
- Supply Chain Management
- Resolving conflict in the workplace
- Human Resources: Recruiting and Interview standards
- Human Resources: Preventive and Corrective actions
- Expectations of the Performance Appraiser