

Marcus Delgado

Order Management Specialist

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SUMMARY

Order management specialist with 6 years in appliance parts and packaging manufacturing, handling order-to-cash for 80 retail and distributor accounts in SAP. Keeps on-time order fill above 97%, resolves pricing and shipping exceptions, and builds the Excel reports customer service and logistics use each morning.

EDUCATION

Bachelor of Science

05/2020

University of Louisville
Business Administration

Louisville, KY

EXPERIENCE

Order Management Specialist

01/2023 - Present

Ohio Valley Appliance Parts

Louisville, KY

Manufacturer of replacement parts for home appliances sold through retailers and distributors.

- Manage order management for **80** retail and distributor accounts in SAP, from order entry through invoicing.
- Hold on-time order fill at 97.6% by working allocation and backorder reports with planning every morning.
- Resolve pricing, deduction and shipping exceptions, cutting open customer deductions from \$210K to \$65K in 1 year.
- Build Excel pivot reports on open orders, fill rate and late shipments for the customer service manager.

Customer Service Coordinator

07/2020 - 12/2022

Bluegrass Packaging Co.

Jeffersontown, KY

Folding carton producer for food and pharmaceutical brands.

- Entered **400** orders a month in the ERP and confirmed ship dates with production scheduling.
- Fielded customer service calls and Outlook emails from 35 accounts on order status, artwork and freight.
- Reconciled carrier invoices with Microsoft Office tools, catching \$18K in billing errors in 2022.
- Investigated late orders with an analytical review of 6 months of data, which moved 2 accounts to a weekly ship schedule.

Logistics Intern

05/2019 - 08/2019

River City Distribution

Louisville, KY

Third-party warehouse serving consumer goods brands; summer internship.

- Audited **1,200** SKU locations during the summer cycle count, correcting 85 location errors.
- Compiled daily outbound shipment reports in Excel for the operations supervisor across 3 docks.
- Traced 40 short-shipped orders with customer service, finding the pick error behind each claim.

SKILLS

Order Management • SAP • ERP • Excel • Customer Service • Outlook • Microsoft Office • Attention to Detail
Analytical • Problem-Solving Skills