

Vanessa Reed

PARTS SPECIALIST

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SUMMARY

Parts Specialist with 5 years in parts sales and order processing, now handling quotes, orders and data entry for 300 accounts at an equipment dealer. Accurate with part numbers, fast in Excel, Outlook and Word, and known for clear customer service skills on the phone and at the counter.

EXPERIENCE

Parts Specialist

05/2023 - Present

Derby City Equipment

Louisville, KY

Parts desk for a forklift and material handling dealer with 40 field technicians.

- Generate 60 price quotes a week for **300** service and customer accounts in Excel and the dealer system.
- Process 35 purchase orders a day with data entry accuracy above 99% in quarterly audits.
- Track back-orders through Outlook and vendor portals, updating 25 customers a week on parts status.
- Resolve pricing and shipping problems with 12 vendors, cutting credit memo disputes by 40%.

Parts Counter Associate

03/2021 - 04/2023

Bluegrass Auto Supply

Louisville, KY

Retail and commercial auto parts counter.

- Served 40 retail and shop customers a day with parts lookups and price quotes.
- Built a Word template for special order forms used by all 6 counter staff.
- Processed 15 core and defective returns a week with complete paperwork.
- Counted 100 bins a week during store cycle counts.

Data Entry Clerk

06/2019 - 02/2021

Ohio Valley Logistics

Louisville, KY

Freight office support role.

- Entered 400 bills of lading a day into the freight system.
- Corrected address and weight errors on 30 shipments a week.
- Scanned and filed 2,000 shipping documents a month.

SKILLS

<u>Excel</u>	<u>Outlook</u>	<u>Word</u>	<u>Microsoft Office</u>	<u>Data Entry</u>	<u>Purchase Orders</u>
<u>Price Quotes</u>	<u>Customer Service Skills</u>	<u>Attention to Detail</u>	<u>Time Management Skills</u>		

EDUCATION

High School Diploma

05/2019

duPont Manual High School

Louisville, KY