

ERNIE MARIN
6719 Flora Avenue
Bell, CA 90201
(562) 587-6412 Cell

emarin@ca.rr.com

OBJECTIVE: To find a position in inside our outside sales or purchasing that will challenge my current skills, teach me new ones and allow me to make a strong contribution to the employer's bottom line.

PROFESSIONAL EXPERIENCE

Paramount Can

Oct 1998-May 2008

Inside Sales Representative

- Increased customer base through excellent customer service
- Created procedures to improve order entry and handling of customer returns
- Worked under ISO 9000 procedures (a quality program that mandated the guarantee of quality products and service)
- Increased sales through a separate commission based program designed for the inside sales department
- Teamed with outside sales force to maintain specific sales territories through outstanding customer service
- Helped with sales training of all new employees

EP Container

Jan 1998-Oct 1998

Inside Sales Representative

- Purchase of merchandise from vendors, customer orders intake and processing, outside sales and all other aspects of customer service.

U.S. Container Corp., Vernon, CA

1989-1997

Customer Service/Inside Sales Manager

- Supervised three customer service/inside sales representatives
- Handled an in-house customer base of 500 customers.
- Handled all pricing and product-related inquiries from new customers
- Handled all new COD customers
- Handled the processing of customer returns
- Created an official customer return program that emphasized accountability and Subsequently helped minimize customer returns
- Made freight factor a profitable item for the company
- Started my own telemarketing program

- Processed all special requests by salesmen
- Took care of handling all salesmen samples for new and on-going customers
- Was instrumental in the increase of sales on a yearly basis
- Created efficient procedures for the customer service department

Stay & Day Paint Co., Los Angeles, CA
Customer Service/Order Desk

1986-1989

- Created procedures to make the order desk run more efficiently
- Took care of all walk-in COD customers
- Performed all duties related to order desk and customer service
- Received high evaluations regularly

EDUCATION

California State University, Los Angeles
1979-1984
Bachelor of Science in Business Management

ADDITIONAL SKILLS

Computer Knowledge: Sales Accounting software MASS 200, Outlook, MS Word,
Excel, Power Point, Microsoft Access

Skillful at resolving difficult or emotional customer situations

Extensive phone and data entry skills

Extensive knowledge of the container industry

Organized, good team worker and team leader

Strong initiative, quick learner

Good at developing and implementing cost saving measures

Not adverse to change

Excellent verbal communication skills

Bilingual: English/Spanish