

# JAMIE RAE ROSS

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## SUMMARY

Highly motivated and driven Organizational Leadership graduate, who blends academic training in organizational assessment, individual and group effectiveness, change management, leadership development, resource allocation, and project management, with hands-on experience in customer relations, supply chain, and operations, to identify and implement best practices. Respected by peers and superiors for motivating and empowering employees to achieve the best results possible.

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## EXPIERENCE

### **Customer Service Manager, 05/2014 – Present**

#### **Norco Ranch (Previously Moark LLC) – Fontana, California**

- Oversee all customer service related needs, working with buyers and replenishment managers to maintain customer relations and ensure customer satisfaction
- Hire, train and supervise customer service representatives to exceed customer expectations
- Experience in supply chain management; scheduling for 2 processing plants, managing inventory levels of 100+ items on a product with a 30-day shelf-life
- Assisted in restructuring of delivery routes with an emphasis on maximizing cube and decreasing overall mileage
- Facilitated training and implementation of new ERP software, Microsoft AX Dynamics

### **Customer Service Supervisor, 01/2012 – 05/2014**

#### **Moark LLC – Fontana, CA**

- Performed quarterly employee performance evaluations focusing on various core competencies and achievement of individual, departmental and company goals
- Developed and documented standard operating procedures
- Analyzed reports detailing service metrics and re-designed practices based on results
- Recognized as highest performing employee in 2013
- Awarded most improved department after 1 year as supervisor

### **Customer Service Representative, 10/2008 – 01/2012**

#### **Moark LLC – Norco, CA**

- Responsible for our Vendor Managed Inventory account; monitored and maintained agreed upon inventory levels of our product at 55 Costco locations across Southern California
- Oversaw the processing of orders and invoices for 75+ grocery store chains, distributors and food service companies
- Quickly became the "go-to" person in the department and one of the company's primary mentors/trainers of both new and established employees
- Participated in voluntary customer service training programs learning new ways to enhance customer relations and improve productivity
- Assisted with training and implementation of new Enterprise Resource Planning (ERP) system
- Facilitated customer service department training of 3 newly acquired companies

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## SKILLS

- Extremely organized and detail oriented
- Proficient in several ERP systems, MS Outlook, Word, Excel, PowerPoint, Access, Dynamics AX
- Finds opportunities in conflict
- Insight into organizational behavior
- Creative & critical thinker

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## EDUCATION

### **Bachelor of Arts, Organizational Leadership, August 2016**

Arizona State University – Tempe, Arizona

GPA 4.0; Graduated Summa Cum Laude

### **Associate of Arts, Administrative Information Systems, June 2014**

Riverside Community College – Riverside, California