

Sandra L. "Sandy" Hash
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Dedicated customer service professional with skills ranging from order to payment. Experienced in accounting and quality assurance while meeting customer expectations in a diplomatic manner where accountability and confidentiality are essential. Seeking a position where skills and abilities can be used to be profitable to all parties.

Qualifications

15 years experience in Customer Service with 30+ customers and 50+ product line
Able to communicate effectively to Customers and Vendors
Responsive to customer needs and able to work a flexible schedule to meet customer expectations
Can perform all shipping transactions from pulling shipments, delivery, scheduling logistics
Experienced in accounts payable, invoicing, and collections
Easily trainable and able to work in a team environment
Assisted Human Resources, acted as receptionist with multi-line phone system, routine office duties, record keeping
Experienced in inventory control, cycle counts, maintaining shelf life, and FIFO
5 years retail experience-all areas
Skilled in receiving freight, filing claims for shortages, defects, and damage
Experienced in shop floor control, work order system, material tractability, quality controls and procedures
Skilled in pulling customer releases, analyzing needs, entering into a MRP system to build production schedule
Can perform web based shipping transactions, advanced ship notifications, and customer inventory control
Performed manufacturing process audits
Involved in community--chaired and organized New River Valley Relay for Life first 2 years

Professional Experience

TMD Friction Inc. in Dublin, Virginia
Customer Service -- 1994 to Present

Customer Service—Customer contact handling customer needs, shipments, and problems that might arise. Received releases via EDI, fax, etc entered into SAP system and forwarded information to build a production plan. Arranged shipments, directed shipping dock and forwarded information to customer via phone calls, fax, or advanced ship notifications thru web based media. Held daily production meeting to give direction to manufacturing so customer expectations can be addressed effectively. Handled all activity for faced pace, high demanding race production. Received orders, communicated to customer, and shipped parts where needed in timely manner. Maintained high level of on time delivery with customers achieving Supplier of Excellence with Advics Manufacturing. Performed manufacturing process audits. Assisted human resources, handled receptionist duties when needed, multi line phone system-assisted visitors, vendors into plant. Handled all web based communication with Ford DDL system from order to cash to keep a high level of Q1 status. Performed all invoicing duties, mailing, and investigated any problems with payment issues. Maintained aftermarket and commercial truck sales from order to cash.

Quality Assurance Clerk--2 years experience handling test data, PPAP, PFMEA, customer complaints. Insured parts met customer specifications and traceability was maintained. Help with

procedures and made sure they were followed. Extensive record keeping, provided samples to customers

Scheduler, Inventory Analyst, Logistics—Pulled customer releases and entered into Symix system, arranged shipments and gave truckers directions, in charge of inventory cycle counts, moves, investigated discrepancies, instructed warehouse in order to maintain a high level of inventory accuracy. Supplied work orders to production and followed process until close to insure all materials and scrap were accounted for. Answered to finance department for cost issues. While in Materials Department as Inventory Analyst supervised three people.

ISO 14001 Certification ISO/TS 16949:2002 Certified Trained at Ford-- Dearborn, MI Facility for Q1 DDL systems. Worked with customers internationally.

Wal-Mart 1652 in Pulaski, Virginia

Invoice, Accounts payable, Shipping, Receiving -- February 1989 to November 1994

Handled all accounts payable, inventory, claims, clearing all accounting journals, community involvement activities Trained and set up offices in other stores Assisted District Invoice Associate with training and assistance in stores within district. Filed claims with insurance, assisted police department with theft issues. Set up community activities, donations, and newspaper articles Worked with department managers and newspaper to set special advertising events. Assisted where needed in store. Directed shipping and receiving in receiving merchandise accurately to insure inventory accuracy and maintain loss prevention. Ordered special merchandise-guns, pets, garden plants, and seasonal promotional items.

AT & T Technologies in Radford, Virginia

Quality Control, High Voltage test operator – 1984 to 1989

Training and Education

New River Community College Dublin, Virginia Associates Degree in Office Systems Technology with word processing and accounting specialization Graduated May 1991 Cum Laude

Pulaski High School Graduated June 1974

Certificates

- *Ford Q1
- *Lean Manufacturing -- Value Stream Mapping
- *Quality Control
- *QS 9000

References

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