

Marc Korn

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Customer Service and Sales Service Manager

Accomplished mid level Sales and Customer Service Manager in the manufacturing industry, skilled at Departmental training and supervision, account management, order processing operations, including review and approval of daily sales orders, credit review and price confirmations. Able to utilize well developed communication skills and interface with all levels of management. Highly organized team player with an aptitude for setting priorities and employing team building skills in order to optimize staff efficiency and customer retention.

Leadership and Team-Building	Account Management	Team Training and Enhancing Morale
Customer Satisfaction	Problem-Solving Skills	Review and Authorization Procedures
Project Coordination	Customer Support/Sales Support	Customer Relationship Management

Selected Accomplishments

- Enhanced the Customer Experience by creating an environment which provided customers with all necessary administrative functions required to maintain efficient departmental support and oversee the organization.
- Trained customer/sales service team in all areas of administrative support. **Developed team unity and a cross training program** to assist in creating departmental flexibility and efficiency.
- Designed and maintained E-Commerce website for 6 years (2004-2010) and was **recognized as Yahoo 5 Star Merchant** and member in good standing of the Better Business Bureau.

Professional Experience

Delta Corrugated Paper Products – Palisades Park, NJ **1988 – 5/2011**
Corrugated box and Point of purchase display manufacturer. The company services the packaging needs of many industries, including food, automotive, office supplies, book publishing and others.

Customer Service/Sales Service Manager (1990-2011)

Customer Service Representative (1988-1990)

- Catered to the Sales force by providing administrative support to better control the processing of daily sales orders. Gave direction to support staff which allowed Salesmen to be more focused on sales objectives.
- Reviewed and approved all daily sales orders for accuracy prior to submitting to Planning Department. This careful analysis **eliminated errors prior to manufacture, saving company from revenue loss.**
- Evaluated customer credit status based on generation of daily sales orders. This measure **assisted in determining credit worthiness and decreased additional accounts receivable exposure and risk.**
- Inspected and approved customer pricing prior to billing procedure. This review served to confirm the accuracy of our invoices and decreased the risk of under-billing and lost revenue.

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- Managed the daily activities and provided personal support for one of the top producing salesmen. This collaboration allowed the Salesman to concentrate on delivering more business.
- Nurtured the day to day account management for one of our highest volume accounts, including inventory control. **Resulted in a commitment from the Company to increase business volume by 33%.**
- Generated and developed new business book of personal sales, enabling the company to bring in additional sales volume in excess of \$500,000
- Facilitated in the implementation of a new software program designed to bring greater overall efficiency to the organization. Instrumental in assisting to de-bug and troubleshoot this system.
- Interacted in daily Sales/Production meetings to ensure that all Customer delivery commitments were honored. This allowed for more accurate coordination and follow up with customers.

Kalex Chemicals - Elm Coated Fabrics Division - Queens, NY

Manufacturer of Vinyl film for use in making ceiling tile, shower curtains and other applications.

Customer Service Manager/Production Control Coordinator

1985-1988

- Supplied Sales and Customers with all necessary departmental functions needed to manage and maintain a productive Customer Service organization and to administer the team.
- Coordinated production in conjunction with determining and meeting the needs of the Sales Staff.
- Presided over weekly scheduling meetings with Executives, sales and plant personnel.
- Generated and maintained control of daily and weekly production schedules to establish fulfillment of delivery schedules. Initiated and maintained shipment schedule.
- Required to establish the quality of products by interface with Quality Assurance personnel and to maintain and control inventory levels through coordinated effort with Materials Management.

Professional Affiliations

Knights of Pythias

Association of Better Networkers Member

Biltmore Who's Who

Education

Queens College, Flushing, New York -**Bachelor of Arts** - Economics and Sociology