

Kristin Lester

- **Dedicated Customer Service manager with 15 years of experience** in a manufacturing & distribution environment. Always working towards excellent customer experience, improvements to the bottom line and efficiencies in daily operations.
 - **Successful leader of internal process improvement teams.** Instill a shared and enthusiastic commitment to customer service and company goals. Lead by example and ensure the execution of all new processes through the development of training programs.
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Areas of Expertise

*Customer Service Management
Project Management
Team Building & Training*

*Quality Control
Trouble Shoot & Resolution
Metric Implementation*

*Procedure Development
Accounting & Finance
Excel*

Professional Experience 07/04 to 07/2012

Director of Client Services: Responsible for overseeing all aspects of front-end operations including; customer service, purchasing, estimating/pricing, invoicing, scheduling. Highlights include:

- Responsible for developing and implementing training to ensure an effective and efficient work flow in all areas.
- Improved customer satisfaction and bottom line profit by leading quality teams to ensure continual improvement through data collection and new process development. These teams are cross-departmental.
- Accountable for all facets of purchasing including negotiations of commodity purchases, research of custom items, ensure timely product delivery, manage inventories and track metrics on cost savings.

WESTERN WASHINGTON UNIVERSITY: BACHELOR'S DEGREE IN BUSINESS with concentration in Marketing