



# JACQUELYN SOLORIO

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Torrance, CA

Over 10 years of experience in a customer-service setting. Proven ability to build and solidify customer relationships, develop client loyalty, and increase customer satisfaction.

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## WORK EXPERIENCE

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### **Account Representative - Raytheon Space and Airborne Systems**

**Vallen Distribution, Inc.** - El Segundo, CA

January 2020 to Present

- Received promotion to Account Representative in January 2020
- Maintain positive customer relationships and enhance customer base for all Raytheon locations in California
- Successfully achieve quarterly business objectives
- Project and vendor management
- Proactively locate opportunities for sales, customer engagement, process improvement and cost savings
- Manage the customer service team's savings objectives and resolve escalated inquiries

### **Remote/On-Site Buyer/CSR - Raytheon Space and Airborne Systems**

**VALLEN DISTRIBUTION, INC** - El Segundo, CA

October 2015 to December 2019

- Built and maintained positive customer relationships
- Earned opportunity to work remotely
- Provided training and development for all new staff members
- Accurately processed all repair requests, purchase orders, quotes and expedite requests in a timely manner
- Provide order placement training to new web order accounts
- Strive to exceed our customer guarantee for cost savings, increase customer satisfaction and build customer confidence
- Acquired the Raytheon Repair Process Opportunity. This program helped capture significant savings to our customer and played a significant role in meeting our KPI's for 2018 and 2019

### **On-Site CSR - Space Exploration Technologies**

**VALLEN DISTRIBUTION, INC** - Hawthorne, CA

April 2015 to October 2015

- Provide superior customer service and fulfill all client requests in a timely and efficient manner
- Successfully manage all requests via SpaceX Ticketing System
- Assist with product implementation for client stock replenishment programs and on-site devices

- Accurately process and expedite purchase orders
- Strive to achieve cost savings and best pricing through sourcing and cost negotiations with various vendors

### **Assistant Branch Manager**

**SELECT STAFFING** - Commerce, CA

February 2015 to April 2015

- Managed the Commerce, CA branch and ensured all client orders were fulfilled and confirmed
- Managed all open order and lost fill reports
- Received Worker's Compensation Certification and successfully processed all open cases assigned to the branch
- Within my short tenure at Select Staffing, I implemented efficient processes that contributed to timely order fulfillment, efficient order management and significantly improved customer service practices

### **Listing Coordinator / Real Estate Assistant**

**CENTURY 21 A BETTER SERVICE REALTY** - Downey, CA

May 2014 to January 2015

- Input and update listings in MLS, including photo upload
- Edit and create marketing materials in Business Builder
- Draft complete listing packets, CMA's and purchase agreements
- Obtain property profiles, organize file documentation from beginning to end, ensure that efficient follow-up documentation is received prior to established deadlines
- Provide updates to clients while maintaining client relationships both past and present
- Perform website maintenance, cold-calling, experience in assisting with Open Houses

### **Customer Support Representative II**

**FLIGHTSAFETY INTERNATIONAL**

September 2013 to May 2014

Cross-trained throughout all aspects of the Customer Support Department including but not limited to; accurate and timely client record course completion, arrange client travel and lodging accommodations, billing via SAP CRM, service desk training inquiries, client folder creation, scheduling for aircraft maintenance, cabin safety and pilot training programs

- Relationship building with clients both past and present, manage all client and teammate appreciation events, create training invitation letters for foreign clientèle, designated CETS (Customer Experience Target State) trainer for all teammates and back-up Records Coordinator for the Long Beach Center
- Considered for a Customer Support Management position, letters of recommendation received

### **Customer Support Representative I**

**FLIGHTSAFETY INTERNATIONAL**

March 2011 to September 2013

Assisted our Human Resources Manager with the following; conduct corporate interviews for both the Long Beach and Hong Kong learning centers, organize interview notes for submission to corporate, complete heavy filing duties, re-organize all personnel file folders, attend conference calls as requested and process E-verify and background check information.

- Prepared all internal audit materials and reference guides for Annual Acknowledgment documentation, E-verify, Emergency Contact Information and New Teammate Orientation
- Developed a new-hire on-boarding and orientation schedule for our Human Resources department.
- Efficiently processed all time sensitive information for teammates regarding insurance coverage, direct-deposit, emergency contact information, beneficiaries, annual acknowledgment, etc.
- Successfully managed our Federal Aviation Administration Drug and Alcohol Program

- Annually coordinated our Customer Support Appreciation Week and FlightSafety Golf Tournament
  - Nominated by management to schedule training for aircraft maintenance, Citation II, Citation V, King Air 200, Gulfstream-III, Gulfstream-IV and Cabin Safety training programs
  - Was successfully cross trained for the records department in 2011 and upon retirement of our records coordinator in early 2012, I transitioned from scheduling to records full-time to avoid any lapse in department flow
- Processed all records in the center for approximately seven months and trained our new teammate to efficiently complete all client training records

### **Para-Educator**

**NORWALK LA MIRADA UNIFIED SCHOOL DISTRICT** - Norwalk, CA

September 2010 to March 2011

- Assisted students ranging from ages 4 to 23 with special needs and disabilities
- Performed daily duties such as; feeding students with guided assistance, by hand or via gastrostomytube
- Cared for students who were unable to use the restroom facilities independently and assisted with cleaning of tracheotomy sites
- Assisted instructors as requested with duties such as; supervising children, distributing meals, snacks and drafting lesson plan activities
- Contributed to the development of student leadership skills, responsibility and self confidence

### **Inside Sales Representative**

**ANIXTER FASTENERS, INC**

July 2007 to March 2009

Managed inventory levels for assigned customer accounts by sourcing all items for stock including bid-to-buy and customer specific material

- Expedited purchase orders and secondary processing such as; plating, epoxy, molding, etc.
- Cold called for potential business opportunities and provided competitive bids to current and potential customers.
- Accurately maintained customer consignment programs by monitoring usage, forecast and delegating work order requests for production
- Processed all return authorizations, stock release requirements and managed the build of materials/templates for all customer specific items
- As an Inside Sales Representative, revenue increased significantly by having obtained business from 2 major win back companies in the fastener industry. This was accomplished by rebidding over 500 individual line items, reactivating all generic and customer specific parts and coordinating with vendors to obtain samples for customer approval at no charge

### **Operations Administrator**

**ANIXTER FASTENERS, INC**

September 2004 to July 2007

Assisted management with resolving issues regarding defective material by; requesting supplier returns, accurately process customer return authorizations and replacement orders

- Successfully managed all export and HTS Code documentation for importing out of the country
- Processed all billing and month end responsibilities within a timely manner.
- Successfully completed any additional tasks assigned by management including but not limited to; providing weekly assistance to both sales and purchasing departments by updating customer contracts, expediting purchase orders, submitting quotation requests and generating production forecasts
- Maintained all production work orders and accurately performed bi-weekly inventory audits and adjustments

- Traveled out of state to train new and existing teammates at various Anixter facilities
- Received a promotion to the Inside Sales Department in July 2007

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## EDUCATION

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### **Bachelor's Degree in Psychology**

Arizona State University - Tempe, AZ

August 2018 to Present

### **Associates Degree in Liberal Arts And Sciences**

Cerritos Community College - Norwalk, CA

June 2010

### **Some Coursework Completed**

California State University-Long Beach

August 2002 to May 2003

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## SKILLS

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- **Procurement**
- **Order Management System**
- **Purchasing**
- **Order Fulfillment**
- **Process Improvement**
- **Team Development**
- **Business Development**
- **Sourcing**

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## ADDITIONAL INFORMATION

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- Employee Training & Development
- Human Resources Assistant
- Software: MS Office Applications, SAP CRM, RMS, Logbook, CETS, Orion, MLS, Business Builder, iSearch Recruiting Software, Control Net, Supply Pro
- Bilingual: English and Spanish
- Records processing for the Federal Aviation Administration
- Management of Employee Drug & Alcohol Program