
Shannon Trudo

shannontrudo010108@gmail.com / C: 937-467-5080 / New Paris, OH 45347

Summary

Fantastic critical thinker with ability to connect seemingly separate details and keep up-to-date on customer requirements. Proficient in critical thinking and solutions-oriented problem-solving.

Experience

Wolverine World Wide - Vendor Compliance 08/2018 - 07/2020

Coordinator

Richmond, IN

- Read and fully understand customer compliance guides to effectively communicate customer requirements to other areas of the company including but not limited to: Customer Service, Sales, Finance and our distribution centers.
- Collaborated seamlessly across necessary areas of the business to ensure and implement best practices as to limit customer chargebacks and unnecessary work at our distribution centers.
- Conducted monthly and quarterly phone and ZOOM meetings with our customers in an effort to open lines of communication and build strong, strategic partnerships.
- Researched customer deductions to ensure validity and ultimately take corrective action to avoid future deductions.
- Partnered with distribution center leadership to develop a "checks and balance" relating to errors made at the DC and document those errors for future reference and corrective action.
- Maintained and kept up to date a system that held all customer requirements.
- Acted as a liaison between Wolverine Worldwide departments and all outside partners including 3PL's and retailers.
- Utilized and created as needed SOP's to streamline various processes for the Vendor Compliance department.
- Partnered with IT department on the initial creation of all custom labels to include UCC128, carton content and Pre-tickets by utilizing Bartender application and Pre-ticket17.
- Responsible for creating and maintaining a catalog for all custom UCC128's, carton content labels and pre-tickets.
- Demonstrated extensive critical thinking skills to determine root-cause

Skills

- Relationship building
 - Team building
 - Problem-solving
 - Conflict resolution
 - Communication
 - MS Office
 - Customer service
 - Consultative selling
 - SAP/BW super user
 - Bartender application
 - Training
 - Adobe Photoshop, Illustrator and Indesign
 - Salesforce.com
 - ACT, Goldmine and Zoho
 - Positive thinking
 - Time management
 - Vast interpersonal skills
 - Strong work ethic
 - Adaptability
-

Education and Training

2003

St. Philips College

San Antonio, TX

Certificate of Completion 65 Hrs:

General Business

GPA: 3.4

Certifications

- Salesforce.com
- Presentation Skills Accelerated
- Excel II Certification

of all deductions.

- Trained all new associates on VC inbox duties as well as territory coverage.
- Partnered with factory contacts globally and answering questions regarding requirements for our customer shipping direct from the factory.
- Worked closely with all levels of management and associates in providing crucial quarter end support for our DCs.
- Conducted detailed training sessions with DC partners as well as Customer Service on customer routing portals as needed.
- Submitted all required weekly reporting and projects on time and without fail.

- Leading Without Formal Authority
- New Manager Foundations
- Self Awareness, Authenticity & Leadership, Bill George
- Building High Performance Teams
- Leading with Emotional Intelligence
- Transitioning from Individual Contributor to Manager
- Managing Conflict, Fred Kofman

Wolverine Worldwide - Key Account Executive *01/2013 - 01/2017*

- Held 3 positions during my employment with Wolverine Worldwide including Customer Service Representative, Inside Sales Representative and Outside Sales Representative for Hush Puppies Footwear.
- During my time in Customer Service I quickly became the “go to” person for questions regarding the brand and solving problems.
- Built very strong relationships with my Sales Reps by being consistent and following through on all actions promptly.
- Became the team allocator where I was given additional SAP training.
- Promoted into an Inside Sales Position to manage a large independent account base in Texas, Louisiana, Oklahoma and Arkansas as well as several large Key Accounts such as JC Penney.
- Traveled to trade shows and built great business with retailers over the phone and via email.
- Promoted to an Outside Sales Representative position for Hush Puppies and was relocated by the company from Richmond, Indiana to Dallas, Texas.
- Responsible for 3 very large “key accounts” and the independent retailers within a 4 state territory.
- Managed a travel budget and visited retailers in their stores as well as setting appointments at trade shows across the country to pre-book seasonal orders.

Beauty Systems Group - Distributor Salon Consultant *01/2012 - 01/2013*

- Managed the Dayton and Cincinnati OH territories.
- Worked diligently with salon owners as a consultant to effectively grow their business.
- Taught salon owners how to efficiently use social media to gain new business.
- Worked with stylists individually on product knowledge and teaching them to sell retail products.
- Created promotion plans and focus salon business plans and managed said plans to ensure execution.
- Taught salon owners about points of purchase and the importance of

merchandising in key areas of the salon.

- Maintained inventory levels for every salon.
- Visited each salon using a route planner to ensure consistency of visits thus building strong relationships with salon owners.
- Planned in salon as well as off site educational events.
- Worked as a true consultant to each salon owner while representing John Paul Mitchell Systems in a polished, professional manner.

Modern Office Methods - Account Manager *01/2010 - 01/2012*

- Worked in remote territory that included 5 counties covering southwest corner of Ohio and parts of Indiana.
- Worked directly with CEO/CFO of major companies as a consultant to their business selling solutions designed to make their business more efficient and profitable.
- Solutions included document management and hardware.

American Wireless - Account Manager *01/2009 - 01/2010*

- Served as a true consultant in the wireless industry recruiting and training small business owners interested in opening wireless stores.
- Assisted business owners in entire process of setting up and establishing their store.
- Built strong relationships with carrier representatives that ultimately helped to increase new dealers for AW by referral from the carrier reps.
- Held monthly marketing workshops with dealers to help them in setting up their websites, select appropriate advertising venues based on their target demographic and furthered their understanding of a marketing strategy and how it will help them see ROI at a much faster rate.

Peak Performance - Account Executive *01/2008 - 01/2009*

- Worked in the automotive industry with dealerships and, 's.
- Delivered a customer retention program for dealerships to include service customers and new car sales.
- Responsible for new business and up-sell within existing accounts.
- Sold mileage driven interval direct mail pieces, quarterly mail campaigns, e-marketing programs and call center services.
- Consulted with dealers to develop the best program that would bring their customers into their service drive at "The Right Time with the Right Opportunity".
- Managed the entire South Texas territory to include San Antonio, Austin, Corpus Christi and The Valley.

IKON Legal Document Services - Account Manager *01/2007 - 01/2008*

- Work directly with Attorney's, Associate Attorney's, Paralegals and Firm Administrators in the collection, review and storage of documents pertaining to litigation.
- Work with Litigation Support Managers within firms as it relates to

electronic data discovery and litigation database load file consultation.

- Obtained membership and affiliation of San Antonio Lawyer Association, San Antonio Young Lawyer Association, South Texas Organization of Paralegals, and Alamo Area Paralegal Association Achieved 50% or more above plan for February, March and April 2008.
- Directly manage day to day activities of a Service Support Representative.

Glaceau Vitaminwater - Senior Area Sales Manager 01/2005 - 01/2007

- Managed a territory to include San Antonio, Corpus Christi, Mcallen/San Benito and Harlingen. Achieved 100% activation in major chains such as HEB, Target & Wal-Mart to include module shelf space not negotiated in original plan-o-grams, over 300 fast lane cooler placements, end caps, and other prime displays.
- Negotiated and finalized agreement with the San Antonio Spurs organization that included an endorsement with The Spurs point guard, Tony Parker.
- Worked with marketing team to schedule samplings at various retail locations.
- Directly managed marketing representatives and paid summer interns.
- Effectively managed expenses to include travel expenses, marketing dollars, sponsorship dollars and home office expenses every month and under budget.

Coca-Cola Bottling Company United Inc. - Prestige Account Manager 01/2001 - 01/2005

San Antonio, TX

- Partnered with high-profile accounts in San Antonio such as Hilton and Marriott Hotels, Santikos Theatres, San Antonio Spurs, San Antonio Rampage, and San Antonio Missions.
- Effectively introduced entire Coca-Cola portfolio to include carbonated beverages, sports drinks and bottled water.
- Placed vending machines, coolers and fountain units.
- Made sales quota consistently every month and under budget.
- Facilitated and organized events such as The San Antonio Livestock Show & Rodeo.

Coca-Cola Bottling Company United Inc. - Customer Care Center Supervisor 01/1999 - 01/2001

San Antonio, TX

- Managed, trained and developed a team of 12 inbound representatives and 12 outbound in a call center environment.
- Provided consistent monitoring and coaching to ensure the best possible customer service.
- Responsible for managing day to day activities and schedules of the entire department in order to achieve adequate phone coverage and minimize wait time.

- Worked as support for outside sales team with a common goal of customer satisfaction and timely response.
-

References

- References included.