

# Elvis Ochoa

Bothell, WA 98011 | 714-366-4011 | ElvisUOchoa@gmail.com

## **SKILLS & EXPERTISE**

Proficient in Microsoft Office (Excel, Outlook, Word, PowerPoint, Access), SharePoint, Salesforce, Oracle E-Business Suite (EBS), Slack, Seller Central, Service Channel, Epicor, WennSoft, AS/400, and QuickBooks. Knowledgeable in reporting programs of QlikView, Broadway, Cognos, SQL Server Reporting Services, and Retail Data Warehouse (RDW). Experienced in collaborating cross-functionally between multiple departments. Business level fluency in English and Spanish. Type 54 WPM.

## **WORK EXPERIENCE**

*Client Coordinator - International* | September 2017 - March 2019

**PlayNetwork Inc** | Redmond, WA

- Managed the overall account relationship including customer retention, customer satisfaction, and revenue growth within the international client base, Enterprise and Local, with a focus on the LATAM (Latin American) region.
- Accounted for developing and executing account contracts for a book of business, while ensuring they met their brand strategy.
- Analyzed operational inefficiencies in relation to customer objectives to increase margin growth within the account base.
- Spearheaded special projects and ensured that each internal department had a clear understanding of their role, client deliverables, and timeframes.
- Maintained CRM (Customer Relationship Management) account information including account history, key contacts, contract status, and growth opportunity.
- Collaborated with Billing and Collection teams to manage accounts receivable balances.

*Associate Vendor Manager* | January 2017 - April 2017 (Contract)

**Woot Inc, an Amazon company** | Seattle, WA

- Facilitated all interactions with the vendor base, including: identifying and signing up new vendors, creating items in the catalog, negotiating terms, managing promotional activities, resolving operational issues, and identifying competition and external trends for the Tools & Garden category.

*National Accounts Service Coordinator* | July 2015 - September 2016

**ACCO Engineered Systems** | Costa Mesa, CA

- Coordinated HVAC (Heating, Ventilation, and Air Conditioning) and refrigeration service (service requests, approved repairs, preventive maintenance) with technicians and project managers while meeting the customer's standards.
- Diligently billed completed service work while maintaining profitability.
- Successfully rolled out a new mid-to-large sized National Accounts customer, Harbor Freight Tools.

*Corporate Retail Operations Associate* | May 2007 - October 2014

**Billabong USA** | Irvine, CA

- Reengineered numerous business processes to optimize utilization of resources, including Billabong's returns strategy.
- Extracted and performed analysis of case management data, identifying market trends, negative on-hand inventory, daily account audits, and daily production records.
- Skillfully executed sales audits by correcting daily POS polling and sales errors for monthly sales reconciliation.
- Trained and mentored new hires in the software programs of AS/400 and QlikView.
- Launched and coordinated initial new store opening shipments.
- Allocated and released product to attain balanced stock and optimal sales performance.

## **REFERENCES**

Available upon request.