

JENNIFER HOFFMAN | 724.801.0417 | 3020 KETCHY CT EXPORT, PA 15632 | j.hoffman11@yahoo.com

PROFESSIONAL EXPERIENCE:

July 2015-July 2020 Cleveland Brothers Equipment Company 724.327.1300

Position: Product Analyst Murrysville, PA 15668

Review and organize repair information to be used in the Warranty Claim process | Review service information and compare to warranty guidelines to confirm claim ability | Write claims and electronically enter claims to the manufacturer | Track claim progress and monitor credits received from the manufacturer | Assist service, Sales and Parts departments with warranty information. Daily Reconciliation of cash, credit card and check sales | C.O.D payments/refunds for customers | Processing parts/shop returns and receipting returns into inventory/Restock charges | Processing Teps returns for customers | Checking/adjusting core maintenance as needed with returns | Processing novelty orders for customers, employees, and other departments | Opening monthly W/O for defective Parts, GET, and installed Parts Warranties | Processing defective returns for Warranty Claims | Adding and maintaining parts for claims on the WARRTRACK system | Processing "Send it Back" requests | Creating "W" documents for "Send it Back" parts | Scrapping necessary parts for claims | Daily scanning of customer shipping documents | Creating office and Warehouse supply orders.

Oct. 2010-July 2015 Air Technologies Pittsburgh, PA 15239 724.327.2818

Position : Operations Specialist

Research sales and service invoice discrepancies and resolve as necessary | Manage all day to day business operations | Approve and code sales and service invoices | Review "over 60/90 day" accounting report and provide appropriate resolutions | Collections | Review daily "exceptions" reports and financial statements | Manage inventory in our warehouse and Technicians trucks and resolve all related issues | Coordinate, schedule, and oversee all freight logistics, including LTL freight and UPS | Manage branch air compressor rental fleet and warehouse | Loading and unloading of Industrial Air Compressors | Process Return Authorizations for customers and vendors | Closing work orders. Submit and invoice new parts and equipment orders for vendors and customers | Responsible for overall Office - Shop - Warehouse Management | Review and approve all vendor and customer purchase orders for accurate invoice billings | Monitor all scheduled shipments to ensure timely delivery and expedite as needed | Backup to Application Engineer | System training INFOR Trend CHUI-GUI-WebUI Operations and Warehouse.

