

# Katelin Meshaw

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**STATEMENT:** Detail-oriented sales support coordinator with over 6 years of administrative experience in analyzing and processing complex, customized business deals through until completion. Demonstrated track record of customer focus and continuous improvement. Polished customer service, multitasking, and time-sensitive problem-solving skills from collaborating with large medical organizations and enabling success at trade shows.

**SKILL SET:** Certified Salesforce Administrator, Experience with SAP ERP, Microsoft Office, PC & Mac Systems, ShoreTel, ADP, SAP Concur, ComplianceWire, Google Apps, Customer Support Training, Management, etc

## EXPERIENCE:

### **Medical Sales Success Coordinator at Lumenis Inc**

July 2017 - April 2020

2077 Gateway Pl Ste 300, San Jose, CA 95110

- Ensured comprehensive support for sales representatives, service engineers, and customers
- Authenticated documentation, validated customer and rep claims, and led group training sessions
- Demonstrated problem-solving abilities by fixing escalated SAP and Salesforce technical issues
- Reduced internal document processing turnaround time from potentially weeks to less than an hour
- Acted as a liaison between customers and certified engineers to schedule maintenance all over the US
- Demonstrated above and beyond customer focus by taking the initiative to establish order acknowledgment practices and expediting invoice delivery that was later adopted by the department
- Sustained a 95.5% customer phone call response rate
- Talents clearly demonstrated by the 97% positive results of an anonymous survey of over 20+ sales reps given in Jan 2020

### **Visual Design Team, Stock & Sales Associate at West Elm**

Nov 2015 – June 2017

6910 Fayetteville Rd Ste 1375, Durham, NC 27713

- Executed extensively detailed interior design projects as directed by the Manager or visual team
- Exceeded sales goals by extending mobility on the sales floor for long periods of time
- Provided exceptional customer service in the store to achieve World Class Service standards
- Processed inventory, built furniture, and organized stockroom
- Staged for businesses with the head designer in multiple locations around the Research Triangle

### **Assistant Manager at Underground Printing**

May 2013 – Feb 2015

133 E Franklin St, Chapel Hill, NC 27514

- Quoted and consulted customers daily on best products and process (screen-printing, digital printing, embroidery) for their custom apparel needs from a limitless amount of apparel options online, in person, over the phone, and through email
- Hired, energized, and trained new employees to effectively act independently
- Increased email prospecting for our store from 19th to 1st place in our company within two weeks of employment and motivated employees to continue raising their goals
- Managed all employees and the manager's responsibilities for weeks the manager was away

## EDUCATION:

### **The University of North Carolina at Chapel Hill, NC**

Aug 2011 - May 2013

B.A. Digital Media Communications, GPA 3.31

### **King's College London, UK**

Summer 2012

UNC Study Abroad Program

International Business Negotiations

### **Pitt Community College at Winterville, NC**

Aug 2009 - May 2011

A.A. Arts

References Available Upon Request