**Tina Beland**

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**EDUCATION:**

**Bachelor's Degree,**University of Massachusetts Lowell, Massachusetts

**Project Management Certificate**, Boston University Boston, Massachusetts

**Certification**, Medical Assistant, Salter School   Tewksbury, Massachusetts

**PROGRAMS | SKILLS:**

SAP, Outlook, Google Drives, HubSpot, CRM, BAAN, SharePoint, Crystal, Fourth shift, Salesforce, Ariba Requisitioner & Contracts, BPCS (AS400), Cosmos, HANNA, Power Plant, Microsoft project, Expense Reporting, BeeLine, Inventory management, Order management, collections, AP/AR, CAPA, RMA, RFI, Project management, Inventory procurement, APICS, 21 CFR Part 11, Esker, account reconciliations, Reporting KPI, Lead International and Domestic Cross Functional teams, AES, Month end activities, Import/Export, Executive Calendar Management, plan large shipment logistics and crating (20+ years)

**WORK EXPERIENCE**:

Hitachi |Construction and Installation Site Administrator. Newton 4/22 - 8/22

• Support the Construction Manager with the day to day administrative activities.

• Coordination of technical interface with engineering for a resolution of installation subcontractor queries

• Processing and archiving of technical project documentation RFI, SMI, SMR, EWO, NCR,

• Administration of Construction registers and forms, duties such as tracking excavation packs, dig safe, BOP

information, send completed project submittals of tests reports and write up to the MBTA

• Collate Installation and test documentation to support test readiness reviews

Keurig | Project Specialist Burlington 3/21 – 4/22

* Creates a positive experience for the Customer by consistently providing superior service and exceeding expectations.
* Accountable for the day to day execution of customer orders, track and trace, securing Proof of Delivery, coordination of customer returns as well as ensuring that the customer receives an accurate invoice.
* Effectively and completely handle all customer/broker inquiries, manage customer invoicing, including pricing and investigation of invalid deductions, and ensure customer satisfaction at the lowest delivered cost.
* Act as the primary contact for assigned pool of accounts, provides backup of accounts for other team members in their absence.
* Proactively seeking to minimize cost to serve by driving down costs in the supply chain through initiatives developed with customers and logistics execution.  Execute cost savings programs in the logistics area for your Customer base.  This includes areas such as transportation, fulfillment, forecasting procedures/accuracy.  Identify emerging regional trends and forecast business impact or demand requirements.
* Manage critical metrics to include response time to customer, case fill and on-time delivery.
* Collaborate with Manager to identify and implement strategic initiatives to enhance customer relationships while reducing cost.  Provide analysis to take advantage of promotion, distribution, pricing and process opportunities.
* Implement strategies and programs to improve service or cost to serve.
* Generate reports and regular review of account status and other duties as assigned by the Customer Service Manager.
* Builds relationships and depth of understanding of Customer expectations and ensuring timely execution of order fulfillment functions.
* Assists in dispatch of shipments to Customers in a cost efficient and timely manner. This process requires effective decision making, problem solving and teamwork with Supply Planning, DC's and Transportation partners.
* Facilitate team meetings, process improvements, implementing new software systems, daily reporting

**Contracts Completed:** 10/15 – 3/20

Pfizer | Executive Administrative Assistant

National Grid | Analyst II, NE Project Controls

Hill-Rom | Training Coordinator

AMRI | Project Coordinator

Alpha Software | Sales Operations & Executive Assistant

Pion | Project Coordinator

Keurig | SAP Inventory Transaction Analyst

Juniper Networks | SAP Analyst/Advanced Customer Care

Bristol - Myers Squibb Pharmaceuticals | SAP Transaction Analyst - Project

Zoll Medical Corporation | Contracts Coordinator/Administrative Support

**Tel Epion (Division of Tokyo Electron) | Operations Analyst III** Billerica, MA 4/14 – 9/15

* Created and verified price list working with sales department. Prepare quotations for spare parts and contract manufacturing sales. Generate sales orders, change orders, etc.
* Generated commercial invoices as well as any other supplementary documentation required for all international shipments. Worked with Materials Logistics team to ensure customer requirements are met.
* Scheduled crating and in-land transportation and coordinate logistics with customer's freight forwarder for system shipments.
* Managed the billing process for all carrier invoices via a third-party billing web portal; investigate carrier related billing issues as required.
* Worked with cross-functional teams (Operations, Product Support, and Materials Operations) to manage spares inventory at divisional sites and to manage spares pricing database.
* Managed system installs, tracking process, warranty expense tracking process; Purchased Parts related to shipment from outside vendors; Processed vendor order for raw materials, quote vendors pricing for raw materials.
* Tested system modification in Baan to increase productivity application and modification to primary ERP system for items such as mass sales order uploads, automated commercial invoices and numerous other features.
* Worked with engineering and Export Compliance teams to have each product sold coded for COO, ECCN and HTS codes, then implement those codes in ERP system, access database and other systems such as SharePoint.
* Provided monthly metrics – delivery to promise, on time deliver, analysis and failures.
* Identified cost saving initiatives and implement.
* Coordinated of Certificate of Compliance Program.
* Provided shipment data for internal and external audits, Provide Financial Data to various internal and external groups.
* Approved payment of invoices for internal bill-backs as well as invoices from vendors.
* Trained Sales Operations Analyst (SOA) on Pricing and Order Management as well as mentoring SOA on Engineering changes and their impact to Sales and pricing.
* Created and Implemented RMA Process.
* Worked with the Shipping Dept. to provide / confirm shipping details for all sales orders.
* Edited and modified bills of material related to spare parts and planning BOMs.

**Kaspersky Lab |Sales Specialist** Woburn, MA 11/11 -11/13

* Interacted with Internal and External customers to maintain orders satisfaction trouble shooting issues with software keys and installations.
* Performed inventory transfers and reconciliations for warehouse, stocking & distribution sites, handle any issues related to stock transfers & reconciliations.
* Performed non-standard pricing verification & deal registration verification for large orders, authorize orders to process in the KORM and SALMOM systems.
* Performed licensing co-terming (these are non-standard expiry & terms for licenses) Authorize & Distribute    
  Software keys.
* Invoiced in Great Plans accounting system – manually and automated to Commercial and Retail Distributors.
* Processed credits for returned or damaged products, and process price variances.
* Added and verified Resellers & Partners' registrations into the KORM and SALMON systems.
* Processed Return Material Authorizations.
* Entered Retail Orders, Commercial orders, Not for Resale Orders & Trials, Conduct EDI processing and the processing of Drop shipments.

**Wakefield Solutions | Customer Service** Pelham, NH 4/11 – 10/11

* Interacted with customers by phone concerning orders, returns, shipments and products.
* Contacted customers when necessary to advise shipments delay and/or information necessary to process orders.
* Tracked the safety stock on the assigned accounts and adjust levels of parts in accordance with the customers ordering patterns.
* Processed Requests for Quotes (RFQ), Return Material Authorizations (RMA), Process Corrective Action Reports.
* Monitoring Press scheduling and balancing workflow to the shop floor.

**Contracts Completed:**

Customer Service International | DSM Neo Resins Wilmington, MA 12/10 – 1/11

International Supply Chain Analyst | Fresenius Medical Care Waltham, MA 10/10 – 12/10

**Lantheus Medical Imaging | Administrator** Billerica, MA 11/99 – 6/09

**Export Order Administrator**: (3/08-6/09)

* Ensured smooth project flow and order processes for International Customers, streamlined oversees order process to an Order Form.
* Transferred distribution model from BMS to Lantheus European distribution model to overseas 3rd party warehouse model this enabled the company to save import and export duties as well as storage charges by 18%.
* Continued roles and responsibilities listed under the International Operations Analyst and Rx Project Coordinator Position
* R & D pharmaceuticals to Market Projects were in place from trail through clinical to market

**International Operations Analyst**: (3/06 -3/08)

* In addition to responsibilities listed under Rx Project Coordinator, Team member of the Medical Imaging Procedural Documents Council, as such was responsible for overseeing compliance with S.O.P. on a division wide level.
* Plateau training administrator for the International Radiopharmacy staff at 9 locations worldwide.
* Worked with Production Planning Department to ensure stock levels and production runs met International customer and distributor need.

**Rx Project Coordinator**: (11/03-3/06)

* Team member of the International Rx Ops team; coordinated Radiopharmacy build-outs in Australia and Puerto Rico interfaced with internal and external clients and vendors.
* Acted as an in-house resource to our international locations in Australia, Puerto Rico and Canada, coordinated and expedited policies and procedures so as to not impact timely business flow, lead website project, Lead ISOtrain Project, Lead SOP standardization subcommittee, Participated on International Radioisotope Safety Committee.
* Drove conversion to Cosmos documentation system, established and maintained Metrics database for all pharmacy activities - financial and operational.
* Worked with pharmacies to establish and maintain Legal Agreement by Federal Government regulations in compliance and reporting.
* Worked with the project teams to ensure project timelines were met, set up common resources and made documents available to all team members.
* Interfaced with Global Strategic Sourcing to ensure that purchasing guidelines were met by the Radiopharmacies and that maximum leverage for procured items was utilized.

**Administrative Assistant:** (11/99 - 11/03)

* Supported the Associate Director of Distribution and other staff members, scheduled meetings on and off site.
* Made travel arrangements for all department staff, entered purchase orders into the accounting system, purchased office supplies and services for corporate headquarters' staff as well as four distribution centers.
* Approved invoices for payment working with accounts payable and purchasing to resolve discrepancies, prepared presentations, created monthly metrics.