

MARI E. SANCHEZ

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PROFILE

Dedicated, self-motivated **Product Support Advisor** with over seven years of experience executing strategic business plans, implementing pricing and promotion analytics, and managing weekly reporting in the manufacturing industry. Demonstrated ability to forecast purchase volumes for multiple departments. Adept at analyzing data to improve operations and drive customer satisfaction. Apply analytical, critical thinking, and problem solving skills while managing multiple projects simultaneously to enhance business practices. Adapt quickly to new and evolving environments, leveraging outstanding attention to detail and prioritization abilities. Bilingual in English and Spanish.

Effectively communicate across all organizational levels, building rapport and credibility with internal and external customers. Proficient in Microsoft PowerPoint and Excel (VLOOKUP and pivot tables).

PROFESSIONAL EXPERIENCE

SYSCO CORPORATION, Lewisville, TX

Oct 2017 – Present

Product Support Advisor

Support the merchandising department to achieve company goals which includes a high end customer order fulfillment, managing inventory to the lowest possible DSO. Responsible for managing and supporting the implementation of corporate category strategies and initiatives. Support sales staff with product assortment updates, informational inquiries and delivery of product cutting and training sessions. Drive required category initiatives and assortment in harmony with corporate requirements. Execute recommended assortment changes and support positive local supplier relationships.

- Drive increased Sysco Brand sales by replacing National brands whenever possible.
- Manage assigned categories and market pricing to support pricing with Revenue Management team.
- Drive results on focus categories and support promotional activities and selling events.
- Provide market commodity/industry news and updates to the sales organization.
- Responsible for Category success and overall Support of Corporate core suppliers.
- Communicate with planners/suppliers/brokers/sales team/customer service.

SEARS HOLDINGS CORPORATION, Hoffman Estates, IL

Oct 2012 – Jan 2016

Assistant Category Manager

Transitioned from supplier's on-site Account Manager to internal Sears Holdings Corporation employee. Collaborate with Vice President, Category Manager, Advertising, Finance, Store/Inventory Managers, and vendor partners to prepare, coordinate, and execute annual business plans and seasonal strategies; manage costs, terms, inventory, and distribution; and effectively maximize sales and profitability. Arrange and forecast sales and purchasing for upcoming seasons and promotions. Design and develop seasonal merchandising schematics and planograms. Plan space utilization to maximize product sell-through.

- Validate accuracy of weekly ad and in-store advertising and analyze product/promotion performance using key metrics and reporting systems.
- Train new Assistant Category Managers.
- Instruct team members on systems and advanced Excel functions, such as VLOOKUP and pivot tables.
- Contributed to development of a new strategic line of business (from inception to launch) called K-Fresh, an extended pantry beyond full-service meat, deli, floral, or bakery departments.
- Acted as Category Manager while position was vacant for eight months. Attended vendor, advertising, and leadership meetings.

PROFESSIONAL EXPERIENCE – Continued

CAITO FOODS, Indianapolis, IN

Sep 2007 – Sep 2012

Account Manager at Sears Holdings

Provided comprehensive, on-site support to Category Manager of the produce and floral departments. Forecasted inventory purchase volumes for weekly and seasonal sale periods. Advised warehouse and stores on upcoming promotion volumes. Managed purchasing for weekly ads and seasonal items. Provided Super Centers with produce and floral planograms twice a year. Surveyed stores to determine order quantities for non-advertised promotions based on warehouse stock. Maintained point-of-sale (POS) pricing for multiple departments and updated store-level POS pricing for weekly ad promotions.

- Reviewed store requests for temporary price reductions to manage sales and inventory levels. Developed signage and verified pricing accuracy.
- Partnered with home-office Account Manager during weekly meetings to discuss open orders, communicate status of orders, and ship items to customers according to their needs. Ensured 100% customer satisfaction.
- Executed additional responsibilities as Price Analyst when department was downsized by 20%, such as generating daily sales reports, uploading regular price changes weekly, supplying stores with ad signage, processing temporary price reductions, and sharing merchandising notes and all other communications from Category Managers.

Served as Assistant Category Manager while position was vacant for over two years.

JABRA, Oak Brook, IL

Aug 2004 – Mar 2007

Business Partner Specialist

Implemented employee product training to enhance sales effectiveness and customer support. Expanded responsibilities covering Latin American market, including bilingual account management, sales order entry and tracking, logistics, and order problem resolution.

- Improved customer satisfaction ratings 10% by developing and providing weekly reporting of open orders.
- Grew Latin American market sales 30% by creating a documented order process that enabled communication of order requirements/limitations and increased customer confidence in order fulfillment, resulting in fewer revisions.
- Collaborated with Logistics Manager to fulfill client needs and enhance customer satisfaction by ensuring on-time deliveries, minimizing out-of-stocks and backorders, and appropriately resolving issues.
- Provided warehouse with customer-specific procedures, leading to improved service as well as fewer customer complaints and returns.

ADDITIONAL EXPERIENCE

Previous experience in the distribution, manufacturing, and banking industries, serving local, national, and international customers; creating production reports for finished goods and raw materials; and providing exemplary customer service. Additional expertise in processing weekly payroll and timekeeping records.

EDUCATION

SAINT XAVIER UNIVERSITY, Chicago, IL

Bachelor of Arts in Liberal Studies

MORAINE VALLEY COMMUNITY COLLEGE, Palos Hills, IL

Associate of Applied Science in Computer Graphics and Digital Art Design