

# BRAD C CERULLO

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## Customer Service Supervisor Profile

Managed a customer service department of 30 employees. Worked closely with management to ensure and enforce high performance standards. Utilized and trained employees on such systems as SAP, SalesForce.Com, Lotus Notes, Esker Delivery Ware, and Winshuttle for SAP.

## Related Training

Microsoft Office Suite	SAP	SalesForce.Com
Basic HTML	Winshuttle	Esker Delivery Ware

## Accomplishments

- Successfully integrated SAP into Houghton Mifflin Hourcourt, worked with developers to implement changes for business operation needs, and trained core end user teams with the smoothest SAP conversion in the company.
- Conceived and efficiently implemented promotional functionality into SAP to allow streamlined automated discounting for order entry units
- Researched and designed a SharePoint site for multiple customer service units across the county to have one central information repository.

## Employment

*Houghton Mifflin Harcourt Company* April 2001 – June 2011

### **Customer Service Supervisor** April 2007 – June 2011

Managed a staff of 30 while maintaining high levels of customer service, both internally and externally. Effectively monitored work flows and service observance, reporting metrics to upper management while simultaneously working with reps on an individual basis on areas of improvement. Reviewed all large sales orders, quotations, credits, and returns; working closely with other departments to ensure high fulfillment rates and quick turnaround times.

**Senior Customer Service Representative** April 2006 – April 2007

Maintained high standards and low turnaround through training and mentoring, while identifying and knowledge gaps and additional training needs.

**Customer Service Coordinator** April 2002 – April 2006

Efficiently possessed large orders and oversaw sensitive needs of the Great Lakes Region; including the states of Illinois, Wisconsin, Michigan, and Ohio. Maintained high performance statistics on phone and order entry. Processed all product orders and assisted in the organization of exhibit shows.

**Sales and Service Associate** April 2001 – April 2002

Maintained high performance statistics on phone and order entry for both, accuracy and quantity.

*Preferred Distributors Inc* June 1993 to April 2001

**Assistant to the Director**

Reported directly to CEO and assisted in all aspects of the retail department store, including point of sale and floor support. Aided in advancing the record keeping process to electronic databases. Efficiently assisted in sales with retailers, wholesalers, and buyers on location. Coordinated purchasing of new products. Maintained a high standard of quality while managing billing and accounts, purchasing, and customer services.

## **Education**

*Emerson College, Boston MA*

**Bachelor of Fine Arts Degree in Writing, Literature, and Publishing**

Minor degrees in Print Journalism and Film

*Hollywood Film Institute, Boston MA*

Producer's Diploma & Independent Filmmaker Certificate