

Emma Messinger

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SKILLS & ABILITIES

MRP and ERP systems, Office 365 (Word, Excel, PowerPoint, Outlook, Teams), Google docs, Adobe Photoshop, Illustrator, and InDesign, Canva, iMovie, Zoom, WordPress

Customer Service, Quality, Marketing, Critical Thinking, Creative Thinking, Interpersonal Skills, Organization, Managing Multiple Tasks and Projects, Written and Verbal Communication, Content Creation

WORK EXPERIENCE

GKOLED – *Bolingbrook, IL.*

April 2024 - November 2024

Sales Coordinator

- Responsible for coordinating and scheduling orders so they can ship day of.
- Answer inbound calls and route them accordingly.
- Coordinate shipments using Excel and Outlook email for both internal and external suppliers.
- Manage and coordinate online orders from Amazon, Walmart, and Wayfair. Check and update Wayfair inventory daily.
- Track and manage orders to ensure customer receives product in time.
- Track inventory levels and perform physical inventory audit once a week and report and discrepancies to warehouse.

Casco Manufacturing – *Bolingbrook, IL.*

July 2021 – April 2024

Customer Service Account Representative

- Responsible for managing **10+** clients in manufacturing industry and ensuring quality customer service to clients.
- Create flyers for events using Canva and update bulletin board monthly with images, calendar, and company updates or events.
- Promptly respond to customers enquiries via phone and email.
- Place purchase orders and complete quote requests in a timely manner.
- Maintain open orders, quote requests, new assembly prints, RMAs, and internal documents.
- Collaborate with purchasing department to ensure components will arrive on time.
- Continued to create and update new and existing work instructions and quality sheets and check that they are at current customer revision and include updates.
- Indicate whether new assemblies require First Article or PPAP and update documentation and system once approval is received by customer.

Casco Manufacturing – *Bolingbrook, IL.*

September 2019 - July 2021

Quality Technician

- Audit and pass finished goods scheduled to ship according to production schedule and maintain internal documentation.

- Electrical test and visually inspect finished goods according to customer's print requirements.
- Create and update both new and existing work instructions and quality sheets and check that they are at current customer revision and include updates.
- Provide First Article Inspections and PPAPs when required.
- Implement training programs with Microsoft PowerPoint and present to group of 10+ employees.
- Create internal documentation for daily use.

Teledyne Storm Microwave – *Woodridge, IL.*

February 2017 – September 2019

Marketing Help

Assist Marketing Assistant with putting together marketing material. Material consisted of:

- Sell sheets including information on all cable assemblies offered
- A CD about types of cables sold
- Articles on new cable technology
- Laminated sheet of all the cables testing frequencies

Teledyne Storm Microwave – *Woodridge, IL.*

March 2015 – September 2019

Quality Final Inspector

Provide 100% visual inspection on soldered cable assemblies according to customer print and follow internal work instructions.

- Check cable assemblies for visual imperfections, foreign object debris, and quality of solder.
- Following customer prints for required instructions such as pull tests, testing parameters, and packaging.
- Review electrical test data to ensure that cable assemblies pass testing requirements per customer requirements on print.
- Complete First Article Inspections when required and provide completed documents to quality department.
- Assisted in other departments such as Assembly and Marketing.

Bergstrom Inc. – *Joliet, IL.*

November 2013 – March 2015

Sub-Assembler

Assemble sub-build for Caterpillar cabs by following internal work instructions and following safety guidelines.

- Complete sub-builds for assembly line in a timely manner.
- Ensure sub-builds are built to quality standards.
- Wear PPE and follow safety guidelines while working.
- Keep work area clean and organized according to 5S standards.

Sportdecals – *Spring Grove, IL.*

July 2012 – October 2013

Customer Service Representative

Responsible for taking order via online, fax, email, and through phone and occasionally in person for spirit wear for schools, sports teams, charities, and other organizations.

- Place orders quickly and efficiently.
- Receive and send artwork feedback between client and art department. Provide design advice when required.

- Sell products in store and use cash register.

EDUCATION

Franklin University – *Columbus, OH.*

Bachelor of Science – Communication, Currently Attending, May 2024

Joliet Junior College – *Joliet, IL.*

Associates in Arts– Marketing Communications, May 2019

VOLUNTEER EXPERIENCE

Crooked Lake Improvement Committee- *Lake Villa, IL.*

April 2007 - Present

Community and environmental

- Most recently create flyers for events using Adobe Photoshop that are distributed to 3 neighborhoods
- Help set up events, sell raffle tickets, serve food, and any other tasks assigned