**[Customer Service Supply Chain](https://www.postjobfree.com/resume/ad0w70/customer-service-supply-north-haven-ct)**

**Location:**North Haven, CT

**Posted:**November 07, 2023

**Contact Info:**

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**Resume:**

John F. Agati

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PROFILE

Highly skilled and results–oriented procurement/operations professional with proven abilities in purchasing, inventory, vendor relations and negotiations, sales, customer service and warehouse management working with a wide range of organizations from blue chip to start-up companies.

EXPERTISE

Product Development, Supply Chain Expert, Direct Mail Marketing, Product Branding & Messaging, Product Improvement Initiatives, Vendor Sourcing, Client Focused Partnerships, Ecommerce/Catalogue, Goal Setting/KPIs, Market Penetration.

SKILLS

Microsoft Word & Excel, SAP, EDI, Zendesk, Big Commerce, NetSuite, Slack

PROFESSIONAL EXPERIENCE

JLC MARKETING, LLC, Norwalk, CT 3/2019- 10/2023

E-COMMERCE OPERATIONS AND FULFILLMENT CONSULTANT

·Oversee operational/fulfillment functions for two corporate online merchandising platform businesses which consists of 12 MM in sales.

·Manage all product sourcing, order processing, warehouse and vendor management, logistics, planning and customer service and accounting.

. Oversee and instrumental in selecting and working with 3rd party fulfillment centers including Amazon.

. Communicate with customers during the production and fulfillment process.

. Work with customs brokers and logistics companies to handle importation, arrival notices, customs documents, and payments.

MERCENT CAPITAL GROUP, LLC, Hawthorne, NY (Multi E-Commerce Merchandising Online Stores)

PROCUREMENT/OPERATIONS MANAGER 12/2014-12/2018

·Combined businesses exceed a total of 10 MM in total revenue.

·Oversaw key merchandise/operational functions for four distinct business retail sites (Holistic Health Care Products, Wine Distribution, Vehicle Safety Supplies and Automotive Accessories) including sales, purchasing, order processing, logistics, and client relationship management.

·Managed all purchasing and pricing negotiations, inventory control, forecast planning and vendor (drop ship) order relations. · Established E-commerce marketing promotions, oversaw customer service, vendor invoices return processes through each online store platform. Managed all corporate and municipal contracts from the entire customer relationship lifecycle from initial contact to order delivery.

·Oversaw transportation/warehouse management while overseeing a team of four employees.

SBZ CORPORATION, Norwalk, CT (Start-up chemical additives company

SALES OPERATIONS REPRESENTATIVE 11/2013 – 12/2014

·Increased biodiesel and heating oil additive sales by 5% and increased client base by 2% within the second year of new startup.

·Used market penetration strategies including cold calls, social media and email blasts to maximize awareness of products on a national scale.

·Established expertise in specific product lines (i.e. Prestone Antifreeze).

·Managed order placement, forecasting and planning.

SAKAR INTERNATIONAL, Edison, NJ (Designer/manufacturer of consumer electronics/accessories products)

SALES OPERATIONS REPRESENTATIVE 11/2009 –11/2013

·Increased sales by 20% over target to achieve division goal of $5 million.

·Managed entire product lifecycle including product development, program management/implementation, order placement, forecasting and planning.

UNILEVER, Trumbull, CT 9/2009- 11/2009

TRANSPORTATION PLANNER (Consultant)

·Transportation planning for supply chain finished goods with domestic shipment division.

CONCORD INDUSTRIES, Norwalk, CT (Manufacturer/supplier of corporate identity and promotional/gift items)

MERCHANDISING MANAGER 3/2008- 9/2009

·Managed and oversaw product development, sourcing, and operations for official licensee sports organizations (NFL, MLB, NBA, USA Olympics).

·Developed exclusive Olympic merchandise for QVC, generating $500K in sales.

DISNEY THEATRICAL PRODUCTIONS, New York, NY

PRODUCT MANAGER 9/2004- 2/2008

·Developed over 200 product lines in over 40 countries to consumer demand while increasing sales revenue by 20%

WORLD WRESTLING ENTERTAINMENT, INC, Stamford, CT

PRODUCT MANAGER 9/2002– 9/2004

·Managed merchandise development for WWE three classes of trade (catalog/commerce/retail) and increased merchandise assortment by 20%.

ADDITIONAL RELEVANT EXPERIENCE Merchandise Sr. Manager, USA Network, Inc, Merchandise Manager, American Express Company

EDUCATION

New York Institute of Technology-Business Administration/Marketing- B.A. Nassau College- Marketing- AAS.