

Jazmyn Crider

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Bringing over 7 years of experience in customer service, sales support, and account management across hospitality, banking, and e-commerce sectors. Proven ability to lead teams, resolve complex customer issues, and drive satisfaction through CRM platforms like Salesforce and ERP systems including SAP and AX. Skilled in fraud prevention, financial reconciliation, and process optimization. Adept at training staff, enhancing service workflows, and building long-term client relationships that support retention and growth.

Skills

- **Leadership & Team Management** Staff training, coaching, onboarding, and performance oversight.
- **Technical Proficiency** SAP HANA, ABAP, Salesforce, HubSpot, AX ERP, POS systems, Microsoft Office Suite, Google Workspace.
- **Administrative & Financial Skills** Cash handling, accounting, document management (DocuSign), and filing systems.
- **Sales & Business Development** Direct sales, B2B/B2C strategies, upselling, negotiation, account management, and e-commerce operations.
- **Project & Operations Management** Construction estimating, inventory control, forecasting, and continuous integration practices.
- **Customer Experience** Live chat support, call center operations, customer care, and relationship management.
- **Marketing & Communication** Social media management, telemarketing, cold calling, and internal communications.

Work History

IT – SAP ERP Implementation & Continuous Improvement (Order-to-Cash)

Imerys – Roswell, GA | Remote | Feb 2024 – April 2025 (Remote)

Led cross-functional collaboration across 15 business units to execute SAP ERP upgrades, driving measurable improvements in order processing, billing accuracy, and receivables management. Optimized Order-to-Cash workflows by enhancing inventory visibility, shipment tracking, and invoice distribution. Conducted Fit Gap workshops comparing SAP and Microsoft Dynamics AX, identifying process misalignments and recommending scalable enhancements. Extracted and migrated data using Excel and Google Sheets to support operational transparency and decision-making.

Directed testing in SAP simulation environments, validating end-to-end business scenarios and ensuring system accuracy. Utilized ALM Octane to manage user stories, log defects, and coordinate with SAP developers on targeted system improvements. Led Conference Room Pilot sessions with Procurement, Production, Logistics, Finance, and Quality teams to align ERP functionality with enterprise needs. Delivered user training and supported continuous improvement initiatives, streamlining documentation flow and boosting system adoption across departments.

Customer Service Specialist

Imerys – Roswell, GA | Mar 2022 – Present

Delivered end-to-end customer service support across sales, production, logistics, and accounting functions. Leveraged Salesforce to onboard new clients, manage business agreements, and enhance stakeholder communication. Acted as a key user in CRM strategy development, driving customer engagement within the ceramics industry.

Coordinated with manufacturing teams to align production schedules with customer demand, ensuring timely delivery of goods. Streamlined business processes using Run My Process and internal ticketing systems, improving responsiveness and operational efficiency. Analyzed customer feedback and business trends to recommend service enhancements.

Managed financial reporting, collections, and account reconciliation, achieving 98% of year-end receivables goals. Supported audits and resolved billing discrepancies through cross-functional collaboration. Oversaw order fulfillment and inventory control, maintaining shipment records and ensuring compliance with import/export regulations. Consistently contributed to process improvements and team performance across ERP platforms (SAP, AX).

Remote Call Center Agent – Global Banking Division

TTEC (Bank of America) – Englewood, CO | Jul 2020 – Jan 2022

Provided high-level customer service and fraud prevention support for Bank of America clients, ensuring secure and efficient banking experiences. Handled inbound inquiries related to account balances, card activation, money transfers, and account validation, navigating complex systems to resolve issues promptly.

Promoted to Fraud Prevention Agent, investigated suspicious activity, validated identities using LexisNexis and multi-layered authentication tools, and managed account blocks to maintain security while restoring access. Collaborated with internal teams and external agencies to report fraud and support case resolution. Facilitated secure payments and electronic fund transfers as part of fraud mitigation protocols.

Night Auditor & Front Desk Associate

Quality Inn and Suites – Paris, TN | May 2020 – Jul 2020

Performed nightly audits and financial reconciliations to transition hotel operations into the next business day. Verified transactions, balanced cash drawers, and issued reports to Accounting and HR. Delivered exceptional guest service through check-in/out, reservation management, and handling inquiries. Supported administrative tasks and enhanced guest experiences by recommending local attractions and resolving complaints professionally.

E-Commerce Operations & Customer Support Specialist

Revel Enterprises – Paris, TN | Jun 2017 – Jul 2018

Managed B2B and B2C order processing across Amazon, eBay, and company platforms. Handled manual data transfers, invoicing, and payment resolution. Monitored inventory, coordinated logistics, and tracked shipments to ensure timely fulfillment. Provided call center support, resolved customer issues, and contributed to sales growth through upselling and account management.

Sales Team Lead – Mobile Services

The Retail Outsource – Martin, TN | Apr 2016 – May 2017

Led consultative sales efforts by assessing customer needs and delivering tailored mobile service solutions. Surpassed monthly sales goals through strategic planning and relationship building. Trained and coached associates on sales techniques, compliance, and technology use. Managed inventory, supported marketing initiatives, and collaborated with district leadership to improve store performance and customer satisfaction.

Education

B.S.: Economics- University of Tennessee-Martin 2019-2023

Henry County High School 2006 - 2010