

# Caroline Morris

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## SUMMARY

Customer service and **information services support** professional with three years of experience in distribution and business service environments. Handles high volume phone queues, customer **order changes**, **credit requests**, billing questions, product inquiries, and first line office system issues while maintaining accurate transaction records. Supports sales, transportation, warehouse, and internal teams through phone, email, and approved messaging channels. Uses careful listening and structured problem solving to research discrepancies, resolve routine concerns, document outcomes, and escalate account or system matters appropriately. Performs accurate data entry, self review, **confidential information** handling, prioritization, and coworker coverage with limited supervision. Practical experience with office applications, phone systems, distribution workflows, order processing, warehouse status information, and cross functional communication supports dependable service during demanding call periods.

## EXPERIENCE

**Customer Service and Systems Support Representative** February 2025 - Present  
Heartland Supply Network Cedar Rapids, IA

Serve as a primary contact for retail customers and internal users across phone queues, order activity, **delivery questions**, account concerns, and first line office system support. Coordinate with sales, transportation, warehouse, and **customer service** teams while completing transactions, research, documentation, projects, and coverage assignments with careful attention to confidentiality.

- Managed high volume calls for orders, deliveries, accounts, and office system questions, maintaining timely customer assistance.
- Processed orders, changes, cancellations, and **credit requests**, reviewing transaction details before submission for accurate fulfillment.
- Researched billing, product, delivery, and system discrepancies through order records, account notes, and **warehouse status** information.
- Communicated status updates through phone, email, and messaging channels, preserving context across sales and transportation teams.
- Completed **data entry** and **special projects** with self checks for account numbers, item details, quantities, and status.
- Covered coworker absences across live calls and internal requests, protecting confidential account information during shifting priorities.

**Customer Support Associate** October 2023 - January 2025  
Midwest Retail Services Iowa City, IA

Supported business customers through telephone and email channels while recording product orders, account requests, shipment details, and corrections in a **shared service system**. Partnered with sales and delivery coordinators, learned revised procedures, and maintained professional service during peak queues, urgent concerns, and coworker absences.

- Supported business customers by phone and **email**, entering product orders and documenting account requests accurately.
- Investigated order discrepancies and **invoice questions** through transaction histories and **shipment details**, escalating unresolved issues with concise notes.
- Corrected customer and order records, checking item numbers, quantities, addresses, and credit information before release.
- Responded to sales and delivery requests, supplying current order information before scheduled fulfillment activities.
- Applied revised service procedures and **software updates** after team training, maintaining documentation and **response standards**.
- Covered shared phone queues during peak periods, keeping communication professional during urgent customer concerns.

## PROJECTS

**Distribution Service Workflow Support** 📅 2025

Worked with sales, transportation, warehouse, and customer service colleagues to maintain clear request details across orders, delivery questions, and status updates. Shared accurate records and practical context so routine issues moved forward with fewer handoff questions.

**Customer Account Data Review** 📅 2024

Supported accurate account and order records through careful entry, transaction review, and self checking. The work helped colleagues respond with current information during billing questions, product requests, and scheduled fulfillment changes.

## LEADERSHIP & AWARDS

- Recognized by customer service colleagues for dependable coverage during peak phone periods and coworker absences.
- Selected for recurring data entry and departmental project assignments requiring careful review of account and transaction details.
- Trusted by sales and delivery colleagues to preserve request context during cross functional customer support.

## EDUCATION

**High School Diploma** 2023  
City High School GPA: 4.0 Cedar Rapids, IA

**Coursework:** Business communication, computer applications, office procedures, customer service

CERTIFICATIONS

- Customer Service Fundamentals 📅 2024
- Microsoft 365 Fundamentals Learning Path 📅 2025

TECHNICAL SKILLS

- **Office Applications:** Microsoft 365, Microsoft Word, Microsoft Excel
- **Phone Systems:** High volume queues, call routing, telephone support
- **Customer Support Systems:** Shared service systems, account records, request documentation
- **Order Processing:** Order entry, order changes, cancellations
- **Credit Transactions:** Credit requests, account corrections, transaction review
- **Distribution Operations:** Warehouse status, fulfillment coordination, delivery updates
- **Communication Channels:** Telephone, email, internal messaging
- **Data Entry Controls:** Self review, error checking, record validation
- **Issue Resolution:** Discrepancy research, complaint handling, escalation
- **Office Equipment:** Copy machines, office systems, computer applications
- **Information Handling:** Confidential records, sensitive information, account privacy
- **Workflow Coordination:** Sales support, transportation support, coworker coverage

SKILLS

- |                    |                       |                   |                    |
|--------------------|-----------------------|-------------------|--------------------|
| • Customer service | • Billing research    | • Phone systems   | • Issue resolution |
| • Support desk     | • Product information | • Data entry      | • Sales support    |
| • Order processing | • Office systems      | • Error checking  | • Prioritization   |
| • Credit requests  | • Warehouse systems   | • Confidentiality |                    |

PROFESSIONAL AFFILIATIONS

- Customer service and information services support community, focused on dependable customer communication and accurate records.
- Distribution operations collaboration network, connecting sales, transportation, warehouse, and internal service teams.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST