

Stella Sparks

Customer Support Specialist, Customer Support Management

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📍 Spokane, WA 99201

STRENGTHS

- 📋 **Claim ownership**
Keeps each customer case visible from initial evidence gathering through final disposition, even when several teams are involved.
- 🗣️ **Clear communication**
Turns internal findings into plain customer updates. Difficult calls became calmer when next steps and timing were clear.
- 👥 **Cross functional coordination**
Connects receiving, warehouse, quality, and material partners around one case record, so actions do not disappear.
- 🔍 **Analytical follow through**
Checks records before routing discrepancies. That habit helped reviewers receive complete information and reduced avoidable back and forth.
- 🔧 **Conflict management**
Uses verified facts and realistic remedies during tense service conversations. Customers received respectful answers, even when outcomes were limited.

SKILLS

Customer support Supply chain

Claims resolution

Backlog management KPI tracking

Material investigation

Warehouse coordination

Quality coordination

Conflict management

Basic analytics Problem solving

Process improvement

Written communication

SUMMARY

Customer support professional with three years of experience serving aviation and industrial supply chain customers through claims resolution, order research, material investigation, backlog management, and cross functional coordination. Builds clear case records by gathering receiving data, **customer documentation**, order history, and quality findings across **internal systems**. Communicates **claim status**, next steps, and disposition through email, phone, meetings, and service platforms. Works closely with receiving, warehouse, quality, material, and account teams to resolve discrepancies and keep aging matters visible. Applies work instructions consistently, tracks KPI targets in Excel, and identifies practical improvements in intake and handoffs. Brings calm conflict management, careful analysis, and dependable follow through to high volume customer support operations, with a focus on accurate resolutions and trusted **customer relationships**.

EXPERIENCE

Customer Support Specialist, Aviation Supply Chain

Cascade Aero Supply Services 📅 July 2024 - Present 📍 Spokane, WA

Owns **customer claims** and inquiries for aviation supply customers, supporting shipment discrepancies, material condition questions, documentation gaps, and order research. Coordinates case resolution across receiving, warehouse, quality, material, and account teams. Maintains backlog visibility, communicates disposition, and applies local work instructions within a high volume service operation.

- Built complete claim files from receiving records, order history, quality documents, and customer evidence.
- Coordinated warehouse and quality reviews for material **discrepancies**, keeping aging actions visible through structured follow up.
- Updated customers by phone and **email** with claim status, documentation needs, and realistic resolution timelines.
- Tracked assigned **backlog** and KPI targets in Excel, identifying overdue actions requiring **escalation**.
- Applied local **work instructions** and suggested intake changes that improved consistency across claim handoffs.

Supply Chain Customer Service Associate, Component Logistics

Inland Component Logistics 📅 October 2023 - June 2024 📍 Spokane Valley, WA

Supported customer inquiries for industrial and aerospace component orders, researching inventory, shipment, receiving, and material records. Maintained organized case queues and partnered with warehouse, quality, and material reviewers. Used **Microsoft Suite** applications to document findings, coordinate actions, and communicate practical resolutions during fast paced service work.

- Researched inventory, shipment, **receiving**, and material records for industrial component **customer inquiries**.
- Collected purchase documents and customer data, checking completeness before reviewer handoff.
- Maintained case queues with status notes and follow up dates for consistent internal action.
- Clarified disputed quantities and damaged **material** during virtual and in person operations meetings.
- Used Excel, Outlook, Teams, and Word for case tracking, correspondence, and **customer documentation**.
- Applied **conflict management** techniques, grounding difficult conversations in verified facts and available remedies.

PROJECTS

Customer Claims Backlog Improvement 📅 2025

Verbal communication

Microsoft Suite

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Customer Support Specialist, Aviation Supply Chain at Cascade Aero Supply Services (2.2 Years)

● Supply Chain Customer Service Associate, Component Logistics at Inland Component Logistics (8 Months)

Mapped claim intake and follow up practices across aviation supply operations, then shaped clearer tracking steps for documentation, ownership, aging actions, and customer updates. Work supported more consistent handoffs among receiving, warehouse, quality, and material teams.

Material Discrepancy Case Review 📅 2024

Organized receiving records, order history, quality findings, and customer evidence into a practical review structure. The approach helped service teams clarify disputed quantities, document decisions, and communicate disposition with greater consistency.

LEADERSHIP & AWARDS

- Recognized by service teammates for dependable ownership of aging customer claims and clear status communication.
- Selected for trusted coordination across receiving, warehouse, quality, material, and account operations.
- Commended for practical suggestions that improved claim intake consistency and internal handoffs.

EDUCATION

Bachelor's Degree in Business Administration

Eastern Washington University 🎓 GPA: 3.5 📅 2023 📍 Cheney, WA

Coursework: Supply Chain Management, Business Analytics, Organizational Communication, Operations Management

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- Microsoft Office Specialist: Excel Associate Renewal 📅 2024

TECHNICAL SKILLS

- **Microsoft Applications:** Excel, Outlook, Teams, Word
- **Customer Service Systems:** Claims queues, Case records, Service systems
- **Supply Chain Records:** Inventory records, Order history, Shipment records
- **Warehouse Operations:** Receiving records, Warehouse workflows, Material handling
- **Quality Documentation:** Quality records, Inspection findings, Disposition records
- **Communication Channels:** Email, Telephone, Virtual meetings
- **Case Management:** Claim intake, Status tracking, Case closure
- **Analytics Methods:** Basic analytics, KPI tracking, Excel analysis
- **Process Methods:** Work instructions, Best practices, Process improvement
- **Resolution Practices:** Conflict management, Escalation, Issue resolution

PROFESSIONAL AFFILIATIONS

- Supply chain customer service collaboration across receiving, warehouse, quality, material, and account teams.
- Aviation support operations community focused on accurate claims, dependable communication, and shared customer outcomes.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST