

# REBECCA BENJAMIN

RBENJAMIN084@GMAIL.COM

## SUMMARY

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Seeking advanced career placement with innovative and growing teams that will utilize my strong communication, corporate training and organizational skills.

## EDUCATION

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Bachelors of Art Degree in Communication – University of the Pacific (UOP), Stockton, CA

- Graduated with a 3.5 GPA on May 15<sup>th</sup>, 2010

Associates of Art Degree in Speech Communications – Modesto Junior College (MJC), Modesto, CA

- Graduated on April 25<sup>th</sup>, 2008

MJC Speech Communications Certificate – Modesto Junior College (MJC), Modesto, CA

- April 2007 Completed the required courses to earn a Speech Department Certificate

## RELEVANT WORK EXPERIENCE

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### **School of Business Field Instructor**

**August 2012 – Present**

Fastenal Company, Modesto CA

- Teach Instructor-Lead and Web-Based training classes of 16-30 Sales Professionals in various topics such as Customer-Focused Sales Strategies, Solution Selling, Fastenal Product Knowledge and Utilizing the Point of Sales Operating System.
- Train Sales professionals on how to research and prepare for sales calls, how to uncover customers' explicit needs, and how to effectively present appropriate Fastenal products and/or value-added services to various customers, current and prospective.
- Design and Develop training courses based on needs analysis and company initiatives to provide thorough training for internal employees.
- Worked with District Manager and University of Northern Reno to develop a full 9 hour Business to Business Sales training targeting Graduate and Undergraduate students in the Business program
- Work with Subject Matter Experts to build Macro and Micro designs for course layout and content
- Perform various tasks within the Oracle LearnCenter Learning Management System including Virtual Web-Based course set up, exporting the class roster, scheduling WebEx Sessions and teaching Virtual Instructor-Led Training sessions
- Write Learner Assessments at the completion of training sessions to highlight employees' strengths and areas of improvement. Assessments provide District Managers with an overview of their employees' success in the training session.

### **Cost of Goods Specialist/ Admin Trainee**

**September 2010 – August 2012**

Fastenal Company, Modesto, CA

- Assist the Regional Finance Manager, Operations Manager, Corporate Inventory and Accounting Departments to maintain the Western Region's Expenses on a daily and monthly basis.
- Generated and sorted through complex expense report data using PeopleSoft and Excel Software.
- Monitored and communicated daily usage of packaging and shipping supplies to managers.
- Provided daily, weekly, and monthly expense reports on damaged, lost, and mishandled inventory to all distribution employees and department managers.
- Managed branch and corporate inventory levels by locating In-Transit and Redistributed packages.
- Worked with a diverse number of vendors to correct Purchase Order Invoices, request Return Authorizations and Credit Memos and managed Vendor Warranty Programs for hand tools.
- Worked with third party logistics and freight companies such as UPS, FedEx, Conway, SIA, etc. to track and report shorted, damaged and missing shipments.

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## **Sales Associate / Inside Sales Store Support**

**July 2008 – July 2010**

Fastenal Company, Various Store Locations, CA

- Provided exceptional Customer Service and received positive feedback for consistently exceeding expectations, providing efficient order fulfillment, and maintaining proactive communication.
- Performed Solution Selling by gathering relevant customer information and recommending solutions to meet their needs.
- Completed various office tasks such as answering phone calls, emails and assisting Walk-in customers.
- Performed various high level administrative tasks such as receiving daily truck deliveries, merchandising, stocking, and packaging material, quoting, sourcing, purchasing and invoicing inventory, and calling on past due customer accounts to collect payments.
- Visited prospective customers to market and sell Fastenal products and services.
- Attended and successfully completed several corporate training courses including LEAN Principles & Methodology and Customer Focused Selling.

## **Intern and Team Member hosting “College Night Thursdays”**

**January 2010 – May 2010**

Downtown Stockton Alliance, Stockton, CA

- Organized and hosted a variety of themed events every Thursday in a team of 10 Interns for a full semester.
- Promoted, marketed, and developed Stockton businesses by planning events as well as generating publicity through the use of social media networks and creating and distributing flyers to University and Junior College students.
- Assembled a public transit system to provide college students with a safe, designated driver.

## **Undergraduate Writing Mentor for Research Methodology**

**January 2010 – May 2010**

University of the Pacific, Stockton, CA

- Worked as a Writing Mentor and Peer Instructor to develop and conduct weekly training sessions which assisted undergraduate students with improving their writing and grammar skills.
- Through lectures and hands-on writing activities, students proof read and edit papers prior to turning into the professor for a final grade.
- Held separate office hours for undergraduate students who were interested in receiving additional tutoring.

**Additional Work Experience Available upon Request dating back to March 2003**

## COLLEGIATE AFFILIATIONS AND ACTIVITIES

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### **National Association of Professional Women (NAPW)**

**December 2013 – Present**

- The NAPW's mission is to provide the most advanced forum for members to connect with like-minded professional women, in order to develop innovative business and social relationships.

### **Speech and Debate Peer Coach and Judge**

**Fall 2009 – Fall 2011**

Modesto Junior College Forensics Team, Modesto, CA

- Coached and taught students how to write and deliver effective speeches.
- Observed and surveyed Speech and Debate competitors as a judge to provide feedback for developing their skills.

### **Speech and Debate Competitor**

**Spring 2007 – Spring 2009**

University of the Pacific and Modesto Junior College Forensics Teams

- Competed and received several awards in events such as Parliamentary Team Debate, Impromptu speaking, Informative speaking, Persuasive speaking and Duo Interpretation.