

# Taryn McLaughlin

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2836 Lafayette Road Erie, PA 16506

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## Objective

I am seeking a challenging position within a well-established company in which I can effectively utilize my professional experience in a variety of office and project management tasks including - computer knowledge, organizational abilities and database program use for the success of the organization and team building. The ideal position would provide me room for personal growth as well as career advancement opportunities to satisfy my proactive nature.

## Experience

### **Aftermarket Customer Service Supervisor with 3 Reports on Staggered Shifts - TechnipFMC - Erie, PA 2017-current**

Serve as the primary interface and oversee all CSA's in all Global Call Centers. Responsible for the Global Aftermarket CSA organization to deliver superior service and establish a common and consistent approach to the customer base. Support the newly combined Aftermarket organization by assisting to develop, establish and deploy Field Service Technicians and Engineering support for global regions. Work directly with Regional Aftermarket Managers to prioritize new service opportunities and parts needs. Close coordination with Sales to maximize existing organization's resource synergies. Provide weekly and monthly metric reports. Collaboration with legal staff on MSA's and PM Agreements. Track blanket PO's in amounts up to and including \$1M USD. Prepare monthly trend analysis reports and identify KPI's for upper management. Identify and drive initiatives to reduce PONC across the board. Familiarity with MOR and P&L reporting. Track and report technician utilization through WBS element reporting. Serve as liaison between finance and service departments by processing credit applications and entering credit/debit memos. Manage customer feedback surveys. Engage in designing a global standardized billing package. Assist with standardizing a global returned materials process. Prepare certificates of insurance for onsite technician jobs.

### **Customer Service Associate - FMC Technologies, Inc. - Erie, PA 2015-2017**

Launched the FMC Technologies, Inc. 24/7 Field Service Response Center. Prepared field service quotations, reviewed PO's, deployed technicians and subsequently invoiced for all US service jobs covering 18 technicians and 3 Field Service Managers. Adhered to contracted customer discounting structures. Enforced Fatigue Policy and JSA initiative through coordination with HSE. Remodeled service deliverables and value-added packages in efforts to improve revenue by designing a zero-defect process for quote to cash operations. Prepared standardized SOP's, forms and flowcharts adhering to SMIQ quality guidelines. Submitted purchase requisitions and stock transfer orders. Executed inventory cycle counts and audits. Managed US Field Service fleet vehicles. Handled billing of company hosted service schools domestically and internationally, as well booking the venues. Maintain MSA & CSA database.

### **Sales/Order Administration Specialist - Eriez Magnetics - Erie, PA 2014-2015**

Assisted the Supervisor of the Order Department and Manager of Product Marketing and Administration in implementing changes within the department to improve the efficiency, automate the order process and reduce manufacturing lead times.

### **Technical Sales Coordinator - Eriez Magnetics - Erie, PA - 2011-2014**

Technical sales coordination for light industry markets within Eriez Magnetics. Coordinated sales representative trainings throughout the calendar year. Tasks included: sales memos, presentations, literature, company tours and product knowledge. Compiled and analyzed sales data through the use of pivot tables. Compiled competitor analysis data using online research data. Maintained confidentiality, sales representative and compliance agreements. Participated in product evolution and innovative presentations.

### **Cash Services Representative - Bank of America - Ft. Myers, FL – 2010-2011**

Processed bulk commercial cash and check transactions. Protected confidential account information. Verified processed teller trays using both double-pass and single-pass processing. Multiple daily vault balances in amounts varying from \$1,000,000.00-\$3,500,000.00. Key performer award.

### **Anti-Piracy Specialist - Intellectual Property Services - Edinboro, PA – 2006-2010**

Managed and monitored US channel of distribution to provide non-traditional legal support services for US clients. Tasks included: research, communicating and coordinating with private investigators, client attorneys and paralegals. Managed Cease and Desist Program on behalf of client which included qualifying, prepping and calling letter recipients. Traveled on behalf of clients providing educational messaging and materials to customers regarding legal distribution methods. Drafted civil and potential law enforcement referral case summaries. Reviewed legal declarations. Managed/tracked assigned regional fiscal annual budgets. Triaged and fulfilled international subpoena requests for law enforcement utilizing CRM leads. Experience with legal time billing.

## **Education**

Edinboro University of Pennsylvania – Bachelor of Fine Arts in Applied Media Arts  
Concentration - Photography - 2001

Minors - Art History & Psychology

Principles of Production I & II - Erie Institute of Technology - 2013 - 2014

## **Skills**

- SAP Experience
- SharePoint
- JIRA
- Familiarity with ISO 9001 standard
- Proven aptitude for streamlining and automating
- Excellent time management skills and multi-tasking experience working in a high-pressure atmosphere
- Additional software knowledge of the JDEdwards database
- Strong interpersonal and written communication skills
- Skilled in customer service and guest hospitality
- AnswerConnect
- Ability to work well independently and as a team player
- Advanced skills in Microsoft Office software

## **Community Involvement**

Recipient of (6) Spotlight on Excellence Awards during employment with FMC Technologies, Inc./TechnipFMC

Millcreek 8U Riptide Boy's Travel Baseball Team Manager - 2017 - current

Relay for Life - Team Captain

First Aid Committee for Eriez Magnetics - 2011 - 2015

## References

David E. Heubel - Eriez Magnetics - 814-835-6000

Nicole Gailey - Exal Corporation - 814-392-5522

Kyle Beth Scavo - TechnipFMC, Inc. - 814-460-9631