



SAMANTHA ROBKOFF

Senior Account Support Representative

Summary of Qualifications

- 6+ years of related experience in sales operations, business analysis, process improvement, and program/project management.
- Experience interfacing with senior level executives, customers, and vendors.
- Excellent analytical, reporting and data manipulation skills.
- Ability to provide leadership and direction to peers in Account Support team as well as other departments.
- In-depth knowledge of company operations, tact, and excellent communication skills.

Technology Skills

- Salesforce/Marketplace
- Oracle E-Business Suite
- Ariba
- DIMS/WIMS (Internal EDI)
- MicroStrategy
- HTML (basic knowledge)
- Office Suite
- Google Suite

Professional Experience

CompuCom Systems Inc.

Senior Account Support Representative • January 2021 – Present

Virtual Sales Account Manager • July 2018 – January 2021

- Serves as the primary customer contact, providing comprehensive support by conducting product research for hardware, issuing accurate quotes, and efficiently processing purchase orders.
- Creates and presents weekly reports and data pivot tables, empowering customers with insights into product inventory and optimizing distribution strategies across their employee base.
- Delivers specialized training to Compucom customer support teams, enhancing their knowledge and capability to address complex customer requests.
- Communicates daily with internal teams to ensure precise and timely processing of customer purchase orders within the internal system.
- Assists with Marketplace Portal setup and ongoing maintenance, ensuring alignment with specific customer requirements.
- Responds promptly and accurately to a wide range of customer inquiries, including ETA requests, invoice delivery, and shipment tracking updates.
- Maintains constant communication with account teams to ensure seamless end-to-end customer operations and satisfaction.

Cars.com

Direct Territory Account Manager • April 2017 – May 2018

*Affiliate Territory Account Manager*** • June 2017 – March 2018

- Assisted multiple field sales reps in a designated territory by providing sales support for new or existing dealership customers in their book of business.
- Traveled to meet field sales reps and provided customers in-person training for Cars.com products, tools, and resources.



- Created reports that helped assist sales with upsell opportunities based on online consumer trends generated for each client.
- **The main distinction between the Direct and Affiliate Account Manager roles was that I supported customers in the Los Angeles Times newspaper territory as an Affiliate Account Manager, whereas I supported customers in the Cars.com Chicago territory as a Direct Account Manager.

*Senior Customer Support Specialist*** • April 2017 – June 2017

Customer Support Specialist • September 2015 – April 2017

- Educated customers on the latest car buying and selling guidance as well as online fraud awareness.
- Provided technical support for all existing Cars.com customers through Salesforce via phone, email, and online chat.
- Utilized effective communication skills with customers to quickly identify and resolve the problem at hand.
- Designated Subject Matter Expert (SME) for the launch of a new Cars.com inventory management product.
- **Promoted from Customer Support Specialist to Senior Customer Support Specialist upon extensive training, enabling me to provide enhanced customer support at both the dealership and consumer level.

Education

- University of Illinois | May 2015, B.A. Communications

Awards

- **Compucom:**
 - Performance Recognition
 - Customer Champion
 - Collaboration Award Winner
 - Excellence Award Winner
- **Cars.com:**
 - 2016 President's Club Winner
 - Top Performer Luncheon
 - Most Valuable Player Award
 - Employee of the Month