

KIMBERLEE WHITE

(317) 721- 8069 | K-R-W@outlook.com | Indianapolis, Indiana

PROFESSIONAL SUMMARY

Analytical professional with progressive years of experience executing ad hoc modeling and analysis of project metrics to support business decisions and evaluation of new opportunities. Strategic at analyzing business needs to determine opportunities for process improvements, resource allocation, and strategic initiatives that align with organizational goals, ultimately driving efficiency, productivity, and profitability. Committed to enhancing and creating applicable Key Performance Indicators (KPIs) for senior leadership to provide valuable insights into the organization's performance, facilitate informed decision-making, and drive continuous improvement efforts to achieve strategic objectives.

SKILLS

Microsoft Office Suite, Microsoft Teams, Microsoft SharePoint, Hubspot, Zendesk, OS Ticket, Agile, JDE, Jira, Confluence, Adobe Creative Suite (Illustrator, Photoshop, InDesign, Dreamweaver, Premiere Pro, After Effects), HTML, CSS, Assent Compliance Manager, Product Research, Research and Analysis, Compliance, Data Analysis, Reporting and Analysis, Vendor Management, Risk Management, Asana

WORK EXPERIENCE

Quality Assurance Data Analyst | Klipsch | 2021 – 2023

- Analyzed sales per product and dealer/distributor to identify trends and areas for improvement that drove strategic decision-making for enhancing product placement and marketing strategies.
- Evaluated and created warranty parts for finished products to enhance customer satisfaction and loyalty by addressing product issues, minimizing downtime, and ensuring timely repair of faulty components under warranty.
- Negotiated warranty parts pricing with vendors to secure favorable terms and costs for warranty components, ensuring cost-effectiveness and maintaining profit margins.
- Ensured compliance with international regulations (SCIP, REACH, RoHS, SVHC) by communicating requirements to sales, logistics, vendors, and product support teams, mitigating potential legal and operational risks.
- Executed multiple projects and tasks to ensure efficient implementation of strategic initiatives, operational improvements, and business processes, driving organizational growth.

International Dealer Support Representative | Klipsch | 2016 – 2021

- Developed an international dealer support manual to standardize support procedures and improve service quality across global operations.

- Reviewed warranty products for global installers, dealers, distributors, and service centers to verify compliance and uphold service quality, enhancing brand reputation and customer satisfaction.
- Coordinated parts transfers between global warehouses to optimize inventory management and reduce fulfillment times for international orders.
- Trained junior product support representatives, fostering a knowledgeable and customer-centric support team to effectively address customer inquiries and troubleshoot issues, enhancing overall customer satisfaction and loyalty.
- Investigated and resolved complex issues with cross-functional teams by implementing practical solutions to streamline processes, improve efficiency, and ensure customer satisfaction.

Product Support Representative/Processor | Klipsch | 2014 - 2016

- Executed high-quality technical support to consumers via phone and email, improving customer satisfaction and loyalty.
- Analyzed emails and created canned email responses, streamlining support operations and reducing response times.
- Coordinated the processing of exchanges and replacements, ensuring a smooth and efficient warranty service for consumers domestically and internationally.
- Collaborated with Klipsch Group Europe and Klipsch Group Asia Pacific to guide consumers and distributors globally, enhancing the customer experience and brand reputation globally.

EDUCATION

Associate of Science in Visual Communications | Ivy Tech Community College

Bachelor of Science in Graphic Design | Savannah College of Art and Design (Expected 2025)