

IAN V. BURNS

(916) 719-7947

theburnsfamily@gmail.com

www.linkedin.com/in/ianvburns/

Result-driven, efficiency focused Customer Service Specialist offering a professional background in store support and superior customer interaction skills

HIGHLIGHTS OF QUALIFICATIONS

- Extensive logistics experience working directly with international, local and domestic vendors demonstrating a strong grasp of applied knowledge and principles
- Proven self-starter with ability to work well independently or contributing team member with a positive attitude and committed to excellence in all tasks
- Strong interpersonal and communication skills both oral and written
- Utilize excellent business judgment, organizational, time management and multi-tasking skills to ensure all deadlines are met
- Recognized for high achievements throughout career in the following:

**Superior Work Attendance
Analytical Abilities**

**Customer Service Fulfillment
Auditing**

**Problem Resolution
Teamwork**

PROFESSIONAL EXPERIENCE

Burns Tech Services Belleview, FL

2016 – Current

Proprietor/Support Technician (Aug 2016 –Current)

- Resolves technical/software/hardware issues for clients in the surrounding area.
- Keeps timely appointments.
- Finds a way to resolve issues even when they are outside area of expertise.
- Delivers over-the-top excellent customer service.

Apple, Inc. Elk Grove, CA

2002 – 2016

Inventory Analyst (Aug 2013 – May 2016)

- Communicate quickly and effectively with customers via hotline, email, web tools to resolve issues.
- Analyze tracking data for new product introductions to ensure availability at all stores at launch.
- Ensure inventory logistics integrity for customer satisfaction through audit process.
- Resolve inventory stock imbalances and inbound/outbound inventory receipt issues for the United States, Canada and Brazil.
- Develop and implement inventory control procedures and process improvements.
- Reconcile inventory past due in transit to store and obtain proof of deliveries.
- Identify root cause of inventory variances at the store level.
- Generate daily, weekly, and monthly reports to include ad hoc reporting. Ensure compliance with established internal control procedures.
- Communicate key measures and action items within retail logistics as well as other company departments.
- Partner with Planning, Inbound Logistics, New Product Introduction and 3rd party distribution centers teams in developing rollout strategies.
- Support Logistics Operations and participate in projects.

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Quality Control Analyst (June 2005 – Aug 2013)

- Executed worldwide physical inventory audits including reconciliation, validation of inventory adjustments and reporting of final results to include two annual audits for all stores (over 400 globally).
- Collaborated cross functionally with finance, operations and store management.
- Managed inventory service vendors, all store communications including readiness meetings to ensure timely physical inventories and reconciliation.
- Coordinated service with third party inventory service providers to include the management of third party cost/ expenditures.
- Performed process control audits to reduce redundancies and ensure consistent execution.
- Saved Apple several thousand dollars in correcting Canadian inventory service payment methods.
- Traveled domestically as needed to support process execution and lead improvement efforts.

Inventory Control Specialist (Oct 2002 – May 2005)

- Managed incoming and outgoing inventory control processes at an Indianapolis retail Apple store location.
- Collaborated with store management and Inventory Control Specialists to provide accurate reporting, inventory discrepancy resolution and process reinforcement.
- Coordinated the regular cycle count program and physical inventory audits to include validation and control of inventory adjustments.
- Attained low shrink levels that increased store profitability.
- Represented store location in readiness and execution meetings ensuring proper inventory movements during special projects.
- Communicate process execution failures that affect Apple's ability to manage its business.
- Proactively managed inventory issues through extensive e-mail and telephone support as well as working cross functionally with finance, distribution centers and retail operations.

EDUCATION

Bachelors in General Studies

Indiana University – Purdue University Indianapolis (IUPUI) – May 2005

PROFESSIONAL DEVELOPMENT

Apple Software Knowledge

Mac OS X, iWork productivity suite - Pages, Keynote, Numbers, Microsoft Office (Word, Excel, Powerpoint)
Advanced Apple troubleshooting skills

Windows Software Knowledge

Windows OS, Microsoft Office (Word, Excel, Powerpoint)
Advanced Excel Training
Basic troubleshooting skills

PROFESSIONAL AFFILIATIONS /ACTIVITIES

Band Member

- Toured throughout 38 states as a member of the Shaking Tree band, playing electric bass and providing backing vocals, performing 220 shows yearly. Shaking Tree released several albums and was offered a small recording contract. Performed on syndicated national television show.

References available upon request