# PRINCESS DIANA SAMBRANO

**ORDER MANAGEMENT SPECIALIST**

## *SUMMARY*

Promotional Products and Order Management Specialist with 5+ years of experience managing promotional accounts, coordinating vendors and decorators, and overseeing orders from PO entry through production and final delivery. Detail-oriented and experienced in artwork, product specifications, shipping, and meeting in-hands dates.

## *PROFESSIONAL EXPERIENCE*

***Production Specialist | Delegate CX Philippines Inc.*** **December 2025 - Sept 2026**

- Manage end-to-end promotional product orders from PO and order entry through artwork approval, production, invoicing, and final delivery.
- Coordinate with clients, vendors, decorators, and internal teams to ensure timely fulfillment.
- Review artwork proofs and product details, including quantities, colors, sizes, and decoration.
- Track inventory, production schedules, shipping, and in-hands dates.
- Verify vendor invoices, pricing, quantities, and shipping charges for accuracy.
- Coordinate rush production and expedited shipping to meet client deadlines.
- Maintain accurate order records and provide timely status updates to clients and stakeholders.

***Operations Specialist*** | ***Engie Impact Philippines Inc.*** **March 2025 – May 2025**

- Handled concerns via email, phone, and chat for timely, accurate resolutions.
- Coordinated with vendors, internal teams, and clients to resolve operational concerns.
- Managed documentation and follow-ups to support accurate billing and account processes.
- Maintained effective vendor communication to ensure smooth service operations.
- Resolved customer complaints by documenting, investigating, and addressing issues.
- Scheduled and confirmed appointments in line with company policies to avoid service delays.
- Managed CRM records to keep all bookings, appointments, and updates accurate and current.

***Order Specialist / Sales Representative | Office Beacon Inc.*** **Oct 2022 – March 2025**

- Manage full order lifecycle: order entry, processing, shipment tracking, and issue resolution using Netsuite.
- Obtain client artwork proof approvals before proceeding to production, ensuring accuracy and brand compliance.
- Communicate with clients to provide updates, resolve concerns, and ensure satisfaction.
- Collaborate with design and production teams to meet quality and delivery timelines.
- Maintain accurate records of orders, inventory, and client communications.
- Coordinate with suppliers to ensure timely availability of products for fulfillment.

***Customer Service Representative | IQOR*** **Jul 2022 – Oct 2022**

- Handled high-volume customer inquiries and billing concerns with professionalism via email, calls and chats.
- Processed payments, plan changes, and account updates accurately.
- Provided troubleshooting support for mobile devices and network-related issues.

***Amazon Technical Support | Sutherland Global*** **Oct 2020 – Nov 2021**

- Provided timely technical support via email, phone, and chat for Amazon customers.
- Diagnosed and resolved issues with devices, apps, and account-related concerns to minimize returns.
- Processed replacements, returns, and warranty claims in accordance with company policies.

## *TECHNICAL SKILLS*

CRM Platforms
ERP Systems : Netsuite
Excel & Google Sheets (Intermediate)
Contract Review & Compliance

## *EDUCATION*

**Bachelor of Science in Biology** | Central Luzon State University, 2015 – 2019