

Javela Singleton

Sales Operations · Quote & Pricing Support · Order Management · CRM Support
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PROFESSIONAL SUMMARY

Sales Operations professional with 15+ years of experience in Salesforce and SAP environments. Experienced in CRM accuracy, quoting, pricing support, order management, reporting, and cross-functional coordination, with a strong reputation for attention to detail and follow-through.

SYSTEMS & CORE SKILLS

ERP & CRM: SAP, Salesforce, Ariba, WHMCS

Finance & HR: QuickBooks, Square Payroll, Bambee HR, Timetrax

Productivity: Microsoft 365 (Excel, Word, Outlook, Teams, OneDrive), Google Workspace, Canva

Functional: Order entry & management, Quote generation, Pricing exceptions, Accounts receivable, CRM data integrity, Customer escalation, Freight rate analysis & dispatch

EXPERIENCE

Full Traction Logistics — Greer, SC

Co-Owner & Dispatch / Logistics Coordinator | Nov 2025 – Present

- Evaluate and accept freight based on revenue per mile, deadhead, fuel cost, tolls, and transit time, managing weekly scheduling for a single-truck Class 8 tractor-trailer operation averaging 4 loads per week.
- Reconcile weekly carrier settlements against rate confirmations, deductions, reimbursements, and operating expenses; identify and dispute billing discrepancies.
- Built the weekly revenue, cost-per-mile, and cash-flow reporting the business uses to make load-acceptance decisions.
- Coordinate delivery appointments, live-load requirements, and Hours of Service limits to protect on-time delivery performance.
- Maintain audit-ready documentation for rate confirmations, bills of lading, fuel, settlements, and maintenance records.

Greenville County School System — Greenville, SC

Commercial Driver / Route Floater — Student Transportation | Feb 2024 – May 2026

- Trained and mentored 15 new drivers on route procedures, required documentation, safety protocols, and daily operating standards.
- Reviewed and reorganized assigned routes to cut unnecessary mileage and improve on-time performance.
- Covered 15+ rotating routes as a floater, absorbing same-day coverage gaps with no advance notice.
- Maintained full compliance with DOT regulations, district safety policy, and pre-trip / post-trip inspection requirements.

PremierePC — Mauldin, SC

Administrative Assistant & Office Support | Oct – Dec 2023

- Recorded and managed accounts receivable entries in WHMCS and processed weekly payroll for both US-based and Philippines-based staff.
- Maintained CRM database accuracy to support customer relationship management and reporting.
- Produced and proofed reports and presentations for weekly and monthly leadership meetings.
- Managed calendars, appointments, travel coordination, and inbound call and email routing.

Earth's Creation USA, Inc. — Travelers Rest, SC

Human Resources Support | Jul – Oct 2023

- Ran full-cycle recruiting across 5 open roles: sourcing, screening, interviewing, and hiring.
- Partnered with hiring managers to define job requirements and write job descriptions; built out the talent pipeline.
- Investigated and resolved employee relations issues, complaints, and grievances.
- Administered benefits enrollment and ran engagement, recognition, and professional development programming.

AFL Global — Duncan, SC

Quote Specialist (Aug 2022 – Jul 2023) | Customer Service Facilitator (May – Aug 2022) | May 2022 – Jul 2023

Contract assignment through Godshall Recruiting — concluded at end of contract term

- Produced 40–60 competitive quotes per week by analyzing customer requirements and sourcing pricing, part numbers, and lead times from engineers and product line managers.
- Retrieved configuration and pricing data not available in Salesforce for custom builds; cross-referenced part numbers across competing manufacturer catalogs.
- Generated credits and invoices manually and pulled packing slips using SAP and Salesforce.
- Entered order and shipping data into customer-specific portals including Ariba and maintained reconciliation spreadsheets against portal entries.
- Compiled weekly and monthly datasets for external customer reporting and internal sales pricing decisions.

ScanSource — Greenville, SC

Data Entry Specialist | 2019 – 2020

- Entered and maintained customer records, sales orders, and pricing in SAP and Salesforce, processing 60–100 orders per day at 96% accuracy.
- Configured special pricing and price exceptions and completed price/cost adjustments on flagged accounts.
- Identified and resolved data entry errors and discrepancies before they reached fulfillment.
- Communicated tracking, ETAs, and order escalations to customers by phone and email; coordinated with merchandising on order issues.

Eagle Eye Group — Greenville, SC

Administrative Assistant | 2017 – 2019

- Maintained the CRM database and prepared and proofed reports, presentations, and correspondence.
- Managed calendars, meeting coordination, travel arrangements, and logistics.
- Provided technical support for one-on-one and group presentations.

St. Jude Medical (now Abbott Laboratories) — Liberty, SC

Team Coordinator | 2005 – 2016

- Led a production team of 8–10 over an 11-year tenure, scheduling and assigning work to meet daily output targets and quality standards.
- Supervised, trained, and evaluated team members in a regulated medical device manufacturing environment.
- Monitored production metrics, troubleshooted line issues, and drove process improvements with cross-functional partners.
- Maintained production records and documentation to regulated manufacturing standards.

BUSINESS OWNERSHIP

Gifted Hands Artisan Soap — Greer, SC

Owner | 2013 – 2024

- Owned and operated a handmade bath and body products company: production scheduling, quality control, supplier and customer relationships, marketing, and financial management.

EDUCATION & CREDENTIALS

Pickens High School — Diploma

Commercial Driver's License, Class B — South Carolina