

NAME

Address

Telephone

SUMMARY OF QUALIFICATIONS:

Fifteen year record of project management, sales & marketing, and training achievements within diverse organizations • In-depth knowledge of business operations including customer service, advertising, office procedures, data processing, production, and distribution • Proficiency designing and presenting staff training programs • Demonstrated expertise coordinating the conversion to state-of-the-art telecommunications and computer systems • High energy level with outstanding communication, organization, and problem-solving skills.

PROFESSIONAL EXPERIENCE:

COMPANY • City, State

(\$28M warehouse distribution center with inventory of more than 50,000 automotive after-market parts)

Customer Service Manager (1983 to present). Spearheaded the successful turn-around of this department into the company's strongest through the evaluation and improvement of personnel, procedures, and technologies.

- Established departmental goals and procedures. Fostered a new team approach to increase productivity and morale. Redesigned physical environment to promote comfort and more effective departmental coordination.
- Streamlined the job flow and responsibility from three departments into one team-approach group. Reduced staffing requirements by 40%, substantially increased efficiency and job satisfaction, and eliminated longstanding turnover problem.
- Developed product reference manual encompassing product applications, pricing levels, and special promotions.
- Created staff training program including screening devices, training manual, and taped simulation practice procedures.
- Evaluated and specified new telecommunications equipment. Supervised the design, installation, maintenance, and training.
- Coordinated the transition from traditional data processing on an IBM System III to an integrated approach on a DEC 11/44 "turnkey" system. Supervised initial specifications, installation, and data file transfers. Provided training and documentation. Set up tracking procedures for system problems and closely coordinated with technical staffs for prompt resolution. Supervised day-to-day operations.

COMPANY • City, State

(Manufacturer's representative for EKG, electro-surgical, and resuscitation training products)

Sales Representative/Coordinator (1981 to 1983). Performed a wide variety of sales and marketing functions designed to identify new target markets.

- Revised internal operations and tightened coordination with outside sales staff. Significantly increased sales production and reduced outstanding debt.
- Developed and managed accounts west of Boston to Worcester extending south including the Cape and Rhode Island. Primary contacts were medical personnel and hospital purchasing directors.

Name

ADVERTISING COMPANY • City, State
(Subsidiary of a leading hotel chain)

Account Manager (1978 to 1981). Directed all business and production aspects of this start-up in-house advertising firm and developed it into a full-service commercial operation.

- Developed and qualified all vendor/suppliers, free-lance artists, and print and broadcast media for bids, quotations, contracts and placement for production.
- Managed traffic-flow of all projects from concept through production: tracking location, time, costs, quality, client approval, and deadlines.

INTERNATIONAL HOTEL CHAIN • City, State
(Corporate headquarters for 13-fleet international hotel chain)

Sales & Marketing Administrator (1975 to 1978). Reported directly to corporate Vice President of Marketing in the coordination of advertising programs for nine hotels. Performed market research, developed international marketing plans, and provided liaison among corporate office, hotels, advertising agencies, and sales offices during Vice President's frequent international travel .

PUBLIC SCHOOLS • City, State

Reading Consultant (1973 to 1975). Provided program resources: materials, technique, organizational systems, and screening procedures to integrate student needs to classroom situations. Developed and led several summer workshops and in-service workshops providing teacher training and materials development.

INDUSTRIES • City, State
(Manufacturer of industrial window sashes)

Sales Representative (Summers, 1971 and 1972). Sold and demonstrated product for new construction as well as rehabilitated sites. Developed sales literature for prospecting and trade show use.

EDUCATION:

UNIVERSITY • City, State
Master of Science

COLLEGE • City, State
Bachelor of Science

PROFESSIONAL TRAINING includes Management of People Resources, Integration of Human and Technical Resources, Time Management, and Graphic Arts & Design.