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## SUMMARY

- Analytical problem solver, able to anticipate issues and create permanent solutions.
- Developed, implemented and managed complex projects within time and budgetary constraints.
- Highly organized and goal oriented, able to adapt to change and maintain a strong work ethic.
- The ability to work on multiple projects in a fast paced environment while maintaining attention to detail.

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## EXPERIENCE

<i>20 years</i>	-	<i>Sales and Marketing</i>	<i>5 years</i>	-	<i>Business Owner</i>
<i>2 years</i>	-	<i>Project Manager</i>	<i>7 years</i>	-	<i>Accounting</i>
<i>8 years</i>	-	<i>Office Manager/ Customer Service</i>			

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## QUALIFICATIONS

### **Project Coordinator:**

- Lead a team in the development and completion of a full line product catalog, improving company image.
- Oversaw a fixture repair program expanding business opportunities.
- Developed a replacement parts catalog complete with pricing, driving company sales.
- Coordinated all departments in the implementation of new products.
- Collaboratively developed pricing strategies based on cost and market analysis.
- Established work instructions and procedures meeting requirements for the implementation of ISO 9001.

### **Sales:**

- Prioritized and delegated tasks while providing motivation and direction to create a positive work environment.
- Provided technical support to engineers, architects, contractors, end users and manufacturer representatives.
- Reviewed plans & specifications generating customer quotes and submittal drawings.
- Allocated and managed funds per job among manufacturing plants, vendors, service, controls and parts.
- Tracked company results by generating reports detailing sales and quotes by customer and product.
- Managed business through profitable pricing and expense control with a commitment to company excellence.

### **Customer Service/Administrative:**

- Effectively coordinated and maintained office systems and workflow to ensure customer expectations are met while delivering high quality service.
- Managed the day to day responsibilities as they relate to customer service, order processing, submittals, bill of materials, job leads, file maintenance, accounting, purchasing and literature distribution.
- Supervised and trained staff responsible for office system maintenance, order processing, inventory control and customer support.
- Generated and tracked vendor purchase orders meeting specific job and inventory requirements.
- Handled claims, shortages, return of goods and warranty issues ensuring customer satisfaction.

### **Marketing:**

- Maintained the company training manual, O&M manuals, policy & procedure manual and all sales literature.
- Created and maintained products in the company pricing programs.
- Played a key role in the planning and execution of industry trade shows, customer trainings and special events.
- Developed and published company newsletters, flyers, brochures and presentations.
- Coordinated promotional strategies utilizing television, magazines, newspapers, yellow pages, direct mail, flyers, movie theatres, and the Internet ensuring quantifiable results.
- Internet website steering committee member, focusing on site value, visibility and effectiveness.