

Profile

Professional goal oriented executive with extensive experience in sales, sales management, information systems, personnel management and customer service. Strong ability to motivate people, with excellent communication skills and a positive attitude.

Career Skills/Knowledge

Presentation, Negotiations, Deal Closing
Decision Making and Problem Solving
Client Development
Forecasting/Production Scheduling
Customer Service/Operations
Staff Supervision/Development

Project Management
Relationship/Team Building
Computer Literate (Microsoft Office)
Purchasing/Inventory Management
Sales Analysis
Budgeting/Cost Control/Reduction

Relevant Experience and Accomplishments

2002 – Present **Steuben Foods, Inc. – Customer Service Manager U.S. Operations**

- Facilitated all customer service functions to include logistics, distribution, sales and vendor compliance for private label and branded businesses with national accounts.
- Built strong relationships on a national level by meeting customer service level goals, providing timely information and constant communication with follow-up.
- Maintained finished goods and packaging inventories and called for required production based on promotional and customer forecast activity.
- Implemented company's participation in the UCC.Net program. Ucc.net is global product listing.
- Assisted customers with packaging design and managed time line with printer.
- Successfully solicited new customer and expanded distribution with existing customers.
- Advised R&D on customer's review of flavor profiles with regard to new products offerings.
- Successfully launched several new line extensions to customers nationally.
- Created sales programs with customers and brokers to meet corporate and customer goals.

2000 – 2002 **Fisher- Price Brands - Assistant Manager Sales Research Department**

- Managed and supervised the Technical Group staff and related projects.
- Received POS data from major retailers on a weekly basis. Validated data and prepared weekly management reports.
- Assisted in integrating Mattel Systems with Fisher Price.
- Accountable for key decisions related to POS and technical support data and projects including EDI account auditing
- Proactively managed the review of current technical resources and the exploration of new enhancements and methodologies to maximize the effectiveness and efficiency of departmental resources.

1997 – 2000 **President's Choice International – Customer Service Manager U.S.**

- Managed customer service team handling all service issues for U.S. customers.
- Monitored sales team for sales and customer programs/promotional demands.
- Stimulated a 3rd party warehouse program combining vendors for shipments to customers, resulting in freight savings and cost reduction.
- Controlled several distribution centers, purchased and prescribed inventory from Canadian and European vendors.
- Negotiated a long-term commitment to retain our Canadian carrier of choice for consolidated shipments from Ontario, Canada to the U.S.
- Hired, trained, evaluated and developed goals for all customer service personnel.

Education

Associates Degree in Business Management – **Bryant and Stratton College.**

DOS, Batch files, Hard Disk Management, DOS utilities – **SUNY at Buffalo Management School**

John Webb seminar for thinking outside established paradigms

Fact Based interviewing, Employee evaluations, Diversity in the Work Place, Sexual Harassment