

013-001-0425

OBJECTIVE

To obtain work that can draw on my abilities to plan, organize, mediate, facilitate, and perform multiple tasks while leading to long-term growth in challenge, responsibility, and authority..... Will be very open to entry-level positions that can offer varied duties and a positive working environment.

* Particular interest in administrative, human resources, or similar staff support work.

OVERVIEW

- A professional career that has shown a consistent pattern of seeking, accepting, and effectively carrying out significant responsibilities in ways that have benefited both internal and external customers.
- Effectiveness demonstrated by accomplishments in areas that have ranged from meeting planning and worker training to staff recruitment and labor relations.
- Additional areas of experience and accomplishment-building skills as divergent as use of basic business computer applications to involvement in marketing plan development, execution, and evaluation.
- On various occasions, have shown myself to be a creative innovator, team builder, and decision maker who has been able to grasp the "big picture" while thoroughly attending to detail.
- All experience supplemented by liberal arts education obtained while earning a Bachelors Degree.
- This learning further augmented by continuing education that includes intensive training in mediation techniques and market survey design / analysis as well as advanced work in use of Microsoft Office and computer troubleshooting, and maintenance.

EXPERIENCE

MIDWEST MARKETING INC. ———

Madison, Wisconsin

Administrative Assistant,

1/99 - Present

- Provide close staff support and coordination to the company's Vice President and the Sales Directors in each of its three market areas, including Natural Foods, Nutritional Supplements, and Body Care Products.
- Gather and organize information regarding products, promotions, and incentives offered by the approximately 175 manufacturers brokered by the company to distributors and retailers located throughout a nine-state area.
- Serve as a resource for the CEO and Sales Category Directors in ways that vary from composition of correspondence and computer troubleshooting & user help to communication with manufacturers and collation of market intelligence relevant to strategic planning.
- Develop and disseminate planning / evaluation tools and manufacturer-provided presentation aids among the company's 15 representatives.
- Have designed spreadsheets and other forms for use in compiling information for contact management, productivity reporting, and incentive documentation.
- Have been heavily involved in implementation of successful marketing strategies such as co-op advertising, promotional pricing, and creative merchandising as well as coordination of company support of product introductions, grand openings, and similar events.
- Contribute to staff morale by implementing results-based methods and standards for performance evaluation that have proven workable and consistent throughout the company.
- Have given leadership and problem-solving support in various other ways that have done much to systematize and give accuracy to the company's overall thrust toward strategic planning and evaluation.

NORTH FARM COOPERATIVE ———

Madison, Wisconsin

Retail Sales Promotions Coordinator / Team Development Steering Committee Leader, 5/97 - 12/98

- Facilitated communication between inside and outside sales teams, helped organize agendas and plan presentations at sales meetings, and generally assisted the Sales Manager in giving direction to the overall operation.
- As described in the position immediately above, devised / used measures and methods for gathering and organizing planning data for use by the General Manager and Board of Directors.
- Helped maintain and coordinate communications among all organization departments to plan and stage large events such as a natural products trade show as well as various workshop series.
- Created sell sheets and other sales tools which increased sales team effectiveness in the field.
- As a Team Development Committee Member, played a role in organization-wide introduction of quality improvement principles by helping to orient staff, define issue areas, and facilitate working-group processes.
- Represented the quality effort to all staff, evaluated productivity of working teams, and gave constructive feedback.

NORTH FARM COOPERATIVE (CONTINUED)**Retail Sales Promotions Coordinator / Team Development Steering Committee Leader (cont)**

- On a rotating basis, served as work-group leader and facilitator for quality teams concerned with recruitment, hiring, training, and quality improvement.
- Helped create and apply measures and methods for evaluating and enhancing quality of customer service.
- Conceptualized, edited, and circulated *Buyer's Edge*, a monthly retailers' newsletter, and did similar work on an employee publication that aimed to build morale and identification with the co-op and its products.

Customer Service Rep / Continuing Ed. Coordinator / Assistant to Board of Directors, 1989 - 1993

- Initially assisted members by taking phone orders, expediting delivery, and resolving service problems as they arose.
- In very short time, accepted a second role as Staff Assistant to the Board.
- Took minutes, prepared official correspondence, maintained archives, and prepared regular board reports.
- Arranged for meeting space, refreshments, and recreational activities for annual meetings that would involve 500 to 1000 members.
- Continually assessed staff and membership educational needs, identified potential resources, and provided training in cooperative principles and operation.
- Provided leadership to the conduct of Board elections, including recruitment of and communications with candidates as well as legal documentation and accounting for ballots.
- Produced, edited, and distributed *North Farm News* and *North Farm Board Report*.

Staff Representative to the Board,

1991 - 1993

- Was one of two voting representatives chosen to give the Board continuity and input from a staff perspective.
- As a member of the personnel committee, helped design and carry out the recruitment, screening, and selection process for the hiring of a new General Manager.
- As member of the Board's Personnel Committee, led process to revise and update cooperative's personnel policy.
- Participated in negotiations and communications leading to acquisition of the assets of two natural-products distributors. Also handled the details of revising warehouse and business operations needed to integrate systems and memberships. Was instrumental in revision of cooperative's equity policy.

CENTER FOR CONFLICT RESOLUTION ———

Madison, Wisconsin

Trainer / Facilitator / Mediator / Executive Director,

1987 - 1997

- Saw my role evolve over my ten-year involvement in this locally based, non-profit educational organization.
- Received extensive training and certification from the National Coalition Building Institute in prejudice reduction, inter-group conflict resolution, and coalition building.
- Facilitated and provided leadership training in interpersonal communication, process facilitation, decision-making, team building, and peer mediation.
- Worked extensively with individuals, schools, churches, cooperatives, and community groups.
- Provided consultation, instruction, and materials needed to create peer mediation programs in Madison middle and high schools. Also led prejudice reduction workshops in several of the district's middle schools.
- Facilitated collaborative collective bargaining for two local area technical colleges.
- Promoted the organization and services to the community, responded to RFPs from organizations seeking service, and led planning efforts when functioning as Executive Director.
- Responsible for carrying out all aspects of a book wholesale business, including management of promotion, printing, warehousing, order taking, and shipping.

EDUCATION**BACHELOR OF ARTS,**

University of Wisconsin–Madison; 1989

MAJORS: **Philosophy & Women's Studies**

COMMENT: Graduated with Honors

PROFESSIONAL DEVELOPMENT

- COMPUTERS: – Beginning, Intermediate, and Advanced Microsoft Word & Excel (MATC)
 – Troubleshooting, Maintaining, and Upgrading PC's (Compumaster)
 – MS Excel Advanced (New Horizons)
 – MS PowerPoint Beginning (New Horizons)
- COMMUNICATIONS: – Survey Design and Analysis (MAQIN)
 – Prejudice Reduction, Inter-Group Conflict Resolution, & Coalition Building Skills
 (National Coalition Building Institute - Cherie Brown)
- MEDIATION: – Wisconsin Association of Mediators – Friends Mediation Service

References available upon readers' request