

OBJECTIVE

To identify, obtain, work productively, grow professionally, and advance in a position that will utilize all of my people and problem solving skills in combination with my ability to comprehend, collate, and communicate technical information to liaise clients.

QUALIFICATION HIGHLIGHTS

A 17-year history of professional accomplishment that has developed and demonstrated key strengths in areas that include but are not limited to:

- project planning & coordination
- information clarification & exchange
- problem solving
- product presentation
- cost & time estimating
- job scheduling
- quality assurance
- specification review & verification
- budget setting & management
- vendor relations
- customer relations & service
- job file upkeep & invoicing

EMPLOYMENT EXPERIENCE

Sales & Service Representative, *DiscoverColor + Graphics* McFarland, WI; 2000-Present

- Receive and monitor jobs from start to finish meeting all quality standards and deadlines.
- Work closely with customers to review and verify their submitted images and specifications.
- Prepare cost estimates, confirm accuracy / completeness of materials, and enter orders.
- Schedule jobs, receive / initiate change orders, and monitor cost reports.
- Function as the key contact and communication point for accounts representing about \$450,000 yearly and including a school fund-raising cataloguer / retailer and several ad agencies.
- Provide the final quality check point for proofs and assure timely delivery to customers.
- Pack / ship completed projects and maintain all related files.
- Provide in-house technical support for outside sales staff.
- Serve as key communicator between / among customers, production, and management.

Account Executive, *Quad/Creative Inc.* Milwaukee, WI; 1996-1997 & 1999-2000

- Adhered to agreed upon time frames and budgets when coordinating multiple projects as they moved from initial concept formulation and design selection to final output.
- Led a team consisting of an art director, designer, and type setter as it completed over \$350,000 worth of projects such as annual 1,100-page source book and quarterly catalog supplements.
- Often accompanied sales staff on initial presentations and ongoing account maintenance visits.
- Interacted with outside vendors and obtained competitive estimates.
- Liaised / communicated with sales reps, customers, designers, production staff and managers.
- Performed diverse related functions including preparing job tickets, change orders, and invoices.
- Kept client and departmental files and coordinated production / delivery of printed materials.

Customer Service Representative, *Northstar Print Group* Milwaukee, WI; 1997-1999

- Worked closely with customers and staff to coordinate and assure accurate timely execution, typically, of 4/color large format printing projects.
- Was very involved with scheduling, preparation, production, quality, and disposition for clients often located on the west coast frequently with movies to advertise.
- Communicated regularly via phone, email, and fax to assure compliance with all requirements.
- Was a key link between the outside and internal departments, monitored all phases of production, and generally represented the company to its customers.
- When necessary, assisted sales staff by helping with administration of accounts.
- Remained heavily involved after sales, interfacing with every department to assure that all customer needs / expectations were met.

Production Coordinator, *El Dorado Graphics, Inc.* New Berlin, WI; 1990-1996

- Coordinated production projects received from customers or the sales department.
- Spent much time in the field in face-to-face contact with clients reviewing and checking photography and subsequent proofs, particularly in areas such as fabric color matching and model image retouching.
- Led a team comprised of a quality specialist, two color operators, and two page operators as it did \$300,000 to \$350,000 worth of work per year.
- Ensured accuracy and full compliance with detailed instructions when finishing film for rotogravure or offset printing.
- Interacted with the Plant Manager and researched / answered inquiries from production and desktop publishing staff.
- Reviewed product release with customers, initiated requested changes, and took any special instructions prior to processing files.
- Managed film shipments to meet clients' often very exact timetables.
- Supported sales staff and gave input on quotations when requested.
- Generated correspondence and invoices in addition to maintaining all job related files.

Customer Service Representative, *Flexcraft, INC.* Milwaukee, WI; 1989-1990

- Processed orders including verifying specifications, organizing artwork, negatives, and transparencies for flexography plates, and wrote job tickets.
- Liaised with customers advising them of workload and project completion schedules.
- Normally coordinated and implemented change orders on 10 to 15 simultaneous projects which were often to be completed in very limited turn-around time.

Independent Senior Sales Representative, Taylor Publishing Co. Dallas, TX; 1989-1990
Balfour Co. Attleboro, MS; 1989-1990

- Serviced a territory covering Northeastern Wisconsin and the Upper Peninsula of Michigan.
- Contacted and maintained accounts with elementary and high school administrators as well as decision makers at colleges and universities.
- Sold yearbook production services from one company and caps, gowns, class rings, and graduation announcements distributed by the other.
- Maintained an existing client base while approaching and adding new customers.
- Corresponded with and made presentations to decision makers, as well as preparing quotes and negotiating contracts.
- Won over some customers including one university during a one school year cycle.

National Sales Supervisor, *Prismagraphics, INC.* Milwaukee, WI; 1986-1988

- Interviewed, hired, trained, motivated, and evaluated performance of Sales Counselors.
- Developed the sales budget and consistently achieved sales quotas.
- Began as a National Sales Counselor who presented products and quoted jobs via phone.
- Communicated with potential customers in insurance, finance, communications, and other industries to obtain, prepare, and process orders for presentation folders, media kits, etc.
- Followed-up on inquiries and leads developed through mailings, advertising, and trade shows.

HIGHER EDUCATION

Michigan Technological University, Houghton, MI
Bachelor of Science, Scientific & Technical Communications

INTERESTS

- furniture refinishing
- bicycling
- playing volleyball
- depression glass collecting (have attended many flea markets)

References gladly furnished upon readers' request.