

BUSINESS DEVELOPMENT COORDINATOR

Professional Summary

Program Coordinator bringing extensive background inÂ Training Coordination,Â System Administration, and Operations . Organized, resourceful and detail-oriented with exceptional planning and decision-making abilities.

Core Qualifications

- Troubleshooting and problem solving
- Exceptional telephone etiquette
- Professional demeanor
- Self-starter
- Time management ability
- Ability to prioritize
- Deadline-oriented
- Employee training and development

Experience

Business Development Coordinator

May 2016 to Current Company Name 1/4 City , State

Technology Coordinator

October 2014 to May 2016 Company Name 1/4 City , State

Supports Region Director of Technology and five System Engineers by tracking and forecasting opportunities from start to finish.Â Proposal creation in paperless proposal system.Â Created contracts upon new or amendedÂ technology sales.Â Manages all aspects of the Learning Management System and serves as the main point of contact for the South Region which consists of 11 states and Puerto Rico.Â Serves as the SSE/SOA Administrator for the south Region by setting up users, changes related to splits/merges and terminations, and reporting.Â Works with solutions team and IT by submitting appropriate documentation to get credentials created for Client portal.Â Creates WebEx conference meetings and maintains weekly Region training schedule for Operations, Sales, and HR content.

Region Coordinator

February 2014 to October 2014 Company Name 1/4 City , State Carries out diverse administrative duties and implements organizational policies and practices on behalf of and as directed by the Region President. Aids the Region President by coordinating office services, such as personnel, records control, and conducting special management studies. Manages all aspects of the Learning Management System and serves as the main point of contact for the South Region which consists of 11 states and Puerto Rico. Liaison between the Region Office and shared services functions and proactively resolves day-to-day operational issues. Collects, organizes, compiles, analyzes and presents information pertaining to operations such as financial reports, budgets, customer service reports, and company or supervisor report requests; Compiles data and arranges for final preparation of reports for management decision-making. Plans and schedules meetings and events; maintains calendar of appointments and travel itineraries; Coordinates related arrangements.

Executive Assistant

April 2012 to April 2013 Company Name 1/4 City , State

Supported the Owners in business start up.Â Coordinated conference calls, meetings, and travel arrangements.Â Monitored and replenished inventory of office supplies and maintained servicing of all equipment.Â Created spreadsheets and word documents as needed.Â Responsible for budget and vendor management.

**This was an interim position while in the process of relocating to Georgia.

Technical Support Coordinator

June 2011 to March 2012 Company Name 1/4 City , State First tier level of diagnosis, resolution, and contact for the various Canfield Imaging Systems hardware and software platforms to external customers in the medical field.Â Answers, evaluates, and prioritizes incoming telephone, voicemail, and email requests for assistance from end-users experiencing problems with hardware, software, and networking issues in support of Canfield hardware and software.Â Create and process Return Merchandise Authorizations for equipment that needs to be replaced or repaired.Â Multitasking between field responsibilities and internal technical development.Â Worked with project teams to develop equipment instruction guides.Â Created return merchandise authorizations and coordinated equipment use for clinical trials. Processed, tracked and expedited client orders for overnight delivery. Eliminated paper orders and RMA formsÂ by creating electronic versions that reduced data entry time by 50%.

Clinical Administrator

January 2011 to April 2011 Company Name 1/4 City , State

Coordinated scheduling of monthly staff meetings, with participants from various parts of the company using both audio and video arrangements.Â Supported all nurses and doctors in the practice. Coordinated work schedules for the nurses and ensure proper coverage is in place. Attended all clinical meetings, created agendas, and kept meeting minutes. Tracked special projects and timelines to ensure compliance. Reviewed, updated, and evaluated metrics for RNs to ensure engagement and patient satisfaction is met. Daily administration of resource management system. Assisted in special projects as needed.Â

Specialist, User Applications

January 2007 to May 2010 Company Name 1/4 City , State Monitored daily administration of Saba learning management system andÂ Pedagogic assessment system for over 6,000 internal and field associates .Â Diagnosed and provided first level support for transcript and learning management system issues. Analyzed helpdesk call database and identified trends to actively resolve recurring system issues. Reduced response time for client system issues from 48 to 24 hours. Trained all internal and regional coordinators on the Saba learning management system. Established and implemented standard operating procedures for all testing initiatives. Created, administered, and proctored all product testing for field associates. Created and refined communications, training manuals, and FAQs.

Training Coordinator

October 2001 to January 2007 Company Name 1/4 City , State

Managed department budget including estimates and accruals within 2% of target.Â Managed internal logistics associated with training, such as training lists, invitations, attendance rosters, scheduling events, and assigning pre-work. Consolidated electronic evaluations/data for all sales workshops, analyzed metrics, and reported to Senior Management monthly. Maintained seniorÂ managements calendars and handled extensive

international and domestic travel arrangements.Â Prepared, submitted, and tracked expense reports in Concur system.Â Â
Education

Bachelor of Science : Business Administration , 2006 Centenary College 1/4 City , State

Technical Expertise

- Sales Software: Salesforce.com, Paperless Proposals
- Learning Management: Saba LMS, Success Factors LMS, Webex, Pedagogue Testing System
- Administrative: Microsoft Office Suite, Concur
- Technical: Vantive, Clarify