

SR. MANAGER

Summary

Over twenty-five years Management experience in Vendor Compliance, Product Integrity/Quality, Customer Support/Sales and Business Office Management. I am a results-focused professional with the ability to manage multiple projects and meet deadlines in a fast paced environment. Specific expertise includes: quality assurance, strategic planning, handling of large customer accounts, office management, vendor billing and invoicing, purchasing and payroll.

Highlights

- Exceptional Customer Service Skills
- Exceptional time management skills
- Business and requirements analysis
- Adaptable

Experience

10/2008 to 07/2012

Sr. Manager Company Name i¼ City , State

- Vendor Management and Product Integrity/Quality Responsibilities include: Partnering with Quality Assurance Team, Sourcing Managers, Buyers, Technical Design and Logistics to ensure packaging and garment labeling meet company requirements.
- Worked with vendor base of 200+ to ensure performance standards were in accordance with both FTC and CPSC regulations.
- Day-to-day direct communications with vendors and suppliers on all levels and assist with trouble shooting.
- Accomplishments: Implemented a new vendor website providing all company policy and procedures as well as educational tools.
- Implemented with the QA team a shared audit tracking report and disposition process.
- Implemented a Correction and Chargeback Policy for vendor Non-Compliance resulting in savings of \$400k annually.

02/2005 to 10/2008

Sr. Manager Company Name i¼ City , State

- Manage the Technical Design Department with a staff of two Managers and six Technical Designers.
- Maintained an annual departmental budget, provided daily and weekly productivity stats, streamlined efficiencies and set goals.
- Provide further training as needed on systems, guidance, discipline and support to direct reports.
- Developed and implemented a Standard Operating Procedure Manual to streamline processes.

09/2000 to 02/2005

Promotional Sales Manager Company Name i¼ City , State

- Responsible for all promotional and up sell programs in an inbound call center.
- Programs include add-on sales, coordinates, gift certificates and in-house credit card programs.
- Manage and maintain an associate incentive budget of \$120,000 annually while increasing sales.
- Created and implemented numerous successful associate incentive contests driving promotional sales up in each area.
- Trained and interacted live with associates on the floor to promote 'can do' attitude to sell.
- Increased efficiency in talk time and sales by providing "Tips of the Week" on selling and "Knowing Your Customer".

10/1998 to 09/2000

Manager of Customer Sales/Support Company Name i¼ City , State

- Manage an inbound call center handling both sales and support.
- Oversee and managed a staff of 9 Supervisors with a total of 300 associates.
- Accomplishments: Increased acceptance rate of the private label credit card from 11% in a six-month timeframe through successful training, coaching programs and teamwork.
- This resulted in an annual savings of \$2.7 million in credit costs.
- Increased sales of up sell items by 325% by assisting in implementing a training and coaching program.
- After implementation and consistent coaching, sales rose from \$1.2 million to over \$8 million annually.
- Project team member for implementation of a magazine subscriptions program, which resulted in incremental revenue of \$360,000 annually.

09/1988 to 09/1998

Customer Sales/Support and Correspondence Supervisor Company Name i¼ City , State

- Supervised a staff of 35-40 associates providing training, cross-training and coaching to ensure associates continue to develop in their roles.
- Monitored calls and provided feedback, progressive discipline, documentation and performance reviews.
- Provide daily support for senior management to expedite customer service inquiries for timely resolutions.
- Envisioned and implemented associate incentive programs to increase productivity and morale.
- Created and maintained various statistical/departmental reports.

01/1983 to 01/1988

Executive Assistant Company Name i¼ City , State

- Sr.

- Managing Partner/Corporate Law.
- Assisted Sr.
- Managing Partner with managing the business.
- Interviewed prospective personnel; managed monthly client billing and scheduling.

Education

B.S : Business Administration Eastern Nazarene College 1/4 City , State Business Administration

Burdett Business School, Boston, MA - Certified Legal Assistant

Skills

streamline, billing, budget, call center, coaching, credit, client, customer service, documentation, driving, senior management, Law, Legal, Logistics, MA, Managing, packaging, performance reviews, personnel, processes, Quality, QA, Quality Assurance, selling, sales, sales and support, scheduling, teamwork, trouble shooting, Vendor Management, website

Professional Affiliations

Vendor Management Group Retail Industry Professionals Group Taunton Area School to Careers, Inc. ICSA (International Customer Service Association) Lexington's Who's Who NAFE (National Association of Female Executives)