

BRITTANY DEDAFOE

RALEIGH, NORTH CAROLINA 27612

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PROFESSIONAL SUMMARY

Dedicated and organized COO with 8 years of experience using proven planning and support initiatives to cut costs, streamline operations and increase productivity with my office team as well as my warehouse team.

Decisive and resourceful team builder and leader versed in sales, management, and process improvement. Possesses in-depth industry knowledge and offers valuable insights on opportunities for new growth and business expansion.

Effective cross-functional communicator and problem solver seeking to leverage any opportunities for growth.

Reliable and accountable manager demonstrating a high level of ownership and initiative. Makes quick and effective decisions, while maintaining a high-performing team that provides excellent customer service. Exceptional work ethic and desire to go above and beyond to exceed company expectations.

SKILLS

- Problem solving
- Analytical reporting
- Inside sales
- Data management
- Business development and planning
- Account management
- Business growth and retention
- Project management
- Order fulfillment
- Systems and software programming

WORK HISTORY

IRON BOX

COO | Raleigh, North Carolina | April 2013 - Current

- Standardized and reduced email communications between employees by formulating and implementing field communication processes
- Coordinated meetings and logistics for all departments within the company and directed and supervised 11-member team
- Communicated progress of monthly and quarterly initiatives to internal and external sales teams
- Assessed each location's individual and team performances, analyzing data trends to determine best methods to improve sales results
- Held one-on-one meetings with Sales and Marketing to identify selling hurdles and offered insight into new product launches and niche consumer targets to increase scope of sales
- Reduced costs through client and distributor price negotiations
- Resolved problems with high-profile customers to maintain relationships and increase return customer base
- Managed revenue models, process flows, operations support and customer engagement strategies

EDUCATION

BACHELOR OF SCIENCE - Computer Information Systems

University of Mount Olive - Mount Olive, NC | December 2012