**Jill Harder**

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Objective: To strengthen relationships between a company and its customers using my technical and interpersonal skills in an organization committed to producing a high quality product. To work in an environment that promotes respect and learning, personally and professionally.

**Info Directions, Inc. 6/2006 – Current**

**Project Account Manager** **8/2007 – Current**

**Consultative Sales**

* Responsible for retention, expansion and renewal of customer’s contracts.
  + 2008 department goal was $3.0 million in professional services sales, personally achieved 40% ($1.2 million) of the department goal.
  + 2009 department sales goal was $3.2 million, personally achieved 34% ($1.1 million) of the department goal.
  + 2010 department sales goal was $3.0 million, personally achieved 32% ($960,000) of the department goal.
* Actively pursue software enhancements to enhance the customer experience and drive revenues.
* Worked with the customers to determine upgrade path, timeline, and associated costs.

**Strategic Planning & Execution**

* Responsible for understanding the customer's strategic objectives and key business drivers and helping the customer to achieve their objectives with product and process improvements.
* Assisted the customer in budgeting for enhancements prior to the next fiscal year.
* Worked with other departments to understand the “global” view of the customer account by monitoring and following up on open problem reports, clerk requests, and adaptive requests including timelines and budgets.
* Managed and sustained customer satisfaction to be used as references for prospective customers on an ongoing basis.

**Customer Communications**

* Conducted conference calls with each customer on a bi-weekly basis (or weekly as needed) to discuss open PRs, open ARs, process improvements, customer issues, etc.
* Visited customers two to four times a year to discuss strategic direction and plans, release content for upcoming release, outstanding customer and process improvements, etc.
* Reviewed and provide feedback on requirements documents prepared by Business Analysts before passing on for customer financial approval.
* Provided all communications to existing customers regarding open enhancements, cost of the enhancement, the targeted release date of the enhancement, etc.
* Served as escalation point for customer on any missed deadline, missed SLA or assistance with using the software with any change to current business process.

**Internal Responsibilities**

* Worked with internal resources to translate the customer’s business requirements into a functional specification.
* Participated in the monthly customer billing to review all employee’s time entries for the month and generate a draft invoice for finance.
* Managed the list of all open enhancements by customer.
* Played an advisory role in all new customer implementations, including:
  + Participate in weekly status calls
  + Review and provide input into all requirements being written
  + Act as the secondary point of contact for customer during implementation process.

**Business Analyst 6/2006 – 8/2007**

* Worked with Program Managers to obtain all critical information relative to the specification, feature development, deployment and installation of the company’s OSS/BSS system.
* Became proficient on the company’s products in order t.o advise the customer on enhancements
* Evaluate and document usage formats and interface requirements.
* Assist with and/or perform data base mapping activities required for the conversion of all customer’s master data (subscribers, products, services and rate plans data).
* Evaluate provisioning and verification requirements and provide specifications as required.
* Serve as primary point of contact during warranty period of new customer implementation.

**Kirtas Technologies, Inc. 7/2004 -6/2006**

**Customer Care/Inside Sales 11/05 – 6/06**

* Continue responsibilities performed as Operations Assistant
* Schedule and assign resources to digitization projects for 100+ customers, including scanning and quality assurance, as well as, schedule demos and samples for prospects
* Supervise five image technicians and report department's productivity
* Assist with marketing campaigns and update sales team with client activities.
* Design and implement a technical support database in Access and serve as a technical support contact to help with machine sales and client relationships.

**Operations Assistant 03/05 - 11/05**

* Enhanced customer relationships as client contact for digitization projects
* Created and implemented an efficient system for inventory management, measurement of part quality and uniformity, and communication with manufacturer
* Created and managed customer and internal documentation templates relating to sales and service contracts (from service agreement details to server organization)
* Assisted Operations Manager, Vice President of Operations and Image Technicians with daily tasks and special projects.

**Administrative Assistant 07/04 - 3/05**

* Updated the company image by working with a marketing firm and applying the results to our website, marketing materials, and communication materials.
* Organized and managed tradeshows and demos, including the shipping of machines, development of marketing materials, and booking of hotels and transportation

**Advantage Manufacturing Corp. 05/2003 – 4/2004**

**Accts. Payable/Admin. Assistant 05/03 - 04/04**

* Greeted vendors and customers, managed six phone lines, mail, and faxes. Prepared documents for management, stocked First Aid stations, and performed miscellaneous office management duties.
* Handled accounts payable, including invoice reconciliation with purchase orders, price verification, and payments.
* Invoiced customers, tracked part production, and implemented a new MRP software program (data entry, running test databases, etc)

**Skills and Qualifications:**

* Skillful in coordinating and managing multiple high profile projects and clients.
* Exceptional listener and communicator who effectively conveys information verbally and in writing.
* Analytical thinker who has demonstrated talent for identifying, improving, and streamlining existing work processes.
* Highly motivated self-starter who takes initiative with minimal supervision.
* Talented in devising team building and social activities to promote unity amongst colleagues.

**Education:**

Alfred University Spring 2000 - Fall 2003

* Bachelor of Arts in History with a minor in Women‘s Studies
* Transferred from Wagner College on Staten Island after Fall 2000

**Other:**

* Volleyball Coach (Penfield JV, Newark Modified, Aquinas Varsity, VolleyFX girls travel, Fairport Volunteer Assistant Varsity Coach)
* Serenity House Gala Volunteer (2004 – current)