**MARY-ELIZABETH MORGIEWICZ**

Vernon, NJ 07462 **|** (845) 597-4273 **|** [me.morgiewicz@gmail.com](mailto:me.morgiewicz@gmail.com)

**Installation Coordinator**

Results-driven and motivated professional with 15-year career encompassing project coordination, office administration, marketing, and client relationship management. Proven success in coordinating key documentation and operational procedures to advance company objectives and established superior levels of legal and corporate compliance. Skilled in building lasting relationships with cross-departmental colleagues, vendors, municipal and government agencies, and clients.

***Core Competencies***

**Project Coordinator**

**Administrative Coordinator**

**CRM & Database Management**

**Customer Service**

**Problem Solving**

**Process Improvements**

**Documents & Contract Management**

**Staff Training & Coordination**

**Sales & Marketing**

***Professional Experience***

**Installation Coordinator**

**Jones Services Company |** Goshen, NY **Feb 2013 – Present**

Manage relationships with clients, subcontractors, cross-departmental colleagues, and municipal bodies to streamline the entire project life cycle from requirements gathering to close-out for HVAC, plumbing, and electrical projects and advance operational goals for a company with $10 million in annual revenue.

* Analyzed multiple variables and maintained open line of communication with clients and installation teams to coordinate and schedule 12-20 installations per week and complete projects in line with established deadlines, budgets, deliverables, and building codes.
* Hold full accountability for coordinating permits, licenses, and inspections as well as registering and filing warranties for equipment and applying for post-installation rebates.
* Provide timely and comprehensive answers to requests for information (RFIs) from staff and clients and distribute documents such as project, municipal and utility company requirements, project status reports, and other files.
* Prepare and coordinate project and sales documents such as customer specifications, proposals, POs, contracts, supply documents, change orders, and invoices.
* Implemented a new electronic filing system, which significantly improved the efficiency with which sales, customer service, and installations data was updated, accessed, and organized.
* Trained field personnel on key administrative procedures and on mobile financing systems which reduced workload.
* Captured incentives and cost reductions for the company and its customers by applying for eligible rebate programs from the state and the utility companies.

**Marketing Assistant**

**Jones Services Company |** Goshen, NY **Sep 2011 – Feb 2013**

Tracked and analyzed client relationship management data to conceptualize new strategies and implement a system for client retention resulting in optimal satisfaction and contract renewal rates.

* Strengthened client relationships and ensured service agreement renewal of 2,000 customers on an annual basis through management of communication lines and coordination of email and direct mail marketing campaigns.
* Improved brand recognition and awareness through the design and creation of a wide range of marketing collateral such as business cards, print adverts, and web content.
* Updated the company’s e-commerce website with new copy and managed inquiries from customers, manufacturers, and distributers to deliver sales quotes or address supply chain concerns.

**Marketing & Sales**

**All State Dist. Northeast Inc. |** Middletown, NY **Nov 2010 – Oct 2011**

* Coordinated with multiple internal departments to design the layout and content of the company’s bi-annual product catalogs, include accurate pricing for all products, and streamline the production and distribution of completed catalogs.
* Collected and reconciled product data from multiple sources to update product categories across two e-commerce websites.
* Led negotiations with federal, state, and corporate accounts – pinpointed needs and reviewed detailed specifications to create custom proposals for existing product lines or offer new product development to meet specific needs.

Additional Experience:

**Marketing Assistant**, Jones Services Company, 2009-2010 | 2007-2008

**Art Teacher (Leave Replacement)**, Valley Central High School, 2008 – 2009

**Substitute Teacher**, Monroe-Woodbury Central School District, 2007- 2008

**Staffing Coordinator**, Gate Hill Day Camp, 2005 - 2007

***Education***

**Bachelor’s Degree in Contemporary Arts, Minor: Teacher Education**

Ramapo College of New Jersey, Mahwah, NJ

**Associate’s Degree in Fashion Merchandising, Cum Laude**

Fashion Institute of Technology State University of New York, New York, NY

***Technical Skills***

**Software**: Microsoft Office Suite, Apsiva CMS, Adobe Photoshop, Adobe Acrobat, Illustrator & InDesign, Sage Mas90, Success Ware Database and Client Management Software

**Photography**: Photography SLR/Black & White/Color/Darkroom, Digital, and Alternative Methods