

COLLEEN ANN VISEL

60 Old Town Road, Vernon CT 06066

860.817.7860

c.visel@hotmail.com

EMPLOYMENT EXPERIENCE

HB COMMUNICATIONS, INC. - NORTH HAVEN, CT

Unified Communication, Contract Manager

April 2009 - Present

Prepared renewal contracts and service level agreements for HB Communications' clientele as offered by all manufacturers in the video teleconferencing industry including but not limited to the following: Cisco, Tandberg, Polycom, Sony and LifeSize; Researched past sales of all available products and maintained records for all new opportunities; Pursued renewals of contracts 60 to 90 days prior to expiration; Assisted with light technical phone support; Managed and maintained an 86% renewal average; Managed public VTC room rentals, bookings and billing; Additional duties included supporting Vice President of Unified Communications with meeting scheduling, travel arrangements and sales reports

Customer Service Agent

Oct. 2008-April 2009

Performed daily scheduling of service calls; Dispatched service technicians in the CT, MA and NJ area to perform maintenance on audio visual equipment; Maintained communication with clients to guarantee customer satisfaction; Placed part orders when necessary; Prepared quotes and generated invoices for billable services; Processed expense reports; Coordinated travel arrangements for technicians;

DELIA, INC. - WALLINGFORD, CT

Marketing Program Administrator for Viking Range Corp

Jan. 2007-Oct. 2008

Designed attractive online programs for sales associates to entice the sale of merchandise and to raise company profits; Managed all retail sales incentive payments for sales associates throughout New England; Prepared payments for processing; Ensured that all submitted retail sales incentives were recorded accurately; Created journal entries for all outgoing payments; Worked diligently to ensure timely and accurate payments; Assisted in communicational functions such as mailings of new product publications, pricing supplements and sensitive company announcements

Billing and Returns Coordinator

Aug. 2005-Jan.2007

Ensured that all credits, outstanding payments and returns were processed accurately and efficiently; Managed the billing process including creating and organizing bills, recording all information in appropriate systems, and distribution of invoices; Recorded various payments as received and processed through company systems for deposit; Deposited monies into various accounts as required; Maintained all journal entries as required; Updated product pricing in system database; Issued media and incentive credits to qualifying dealers; Researched validity of credit requests and processed all payments in a timely manner

500 BLAKE STREET - NEW HAVEN, CT

Banquet and Special Events, Assistant Manager

July 2004-July 2006

Scheduled events for special occasions; Designed desired event, layout of facility and entertainment in compliance with client's requests; Responsible for ordering and setting up of event décor

SKILLS

I am a well rounded professional with advanced sales and customer service knowledge. I possess excellent organizational and communication skills. I am also proficient with SAP & Eclipse software, Microsoft Office; Word, Excel, Power Point, Outlook, Internet Explorer and WebEx.

EDUCATION

Gateway Community College: General studies, degree in progress

Hamden High School: High School Diploma