

Marie Lenac

Tenacious and dynamic individual looking for new opportunities and career advancement. Process focused with extensive experience in sales, operations and customer service. Creative problem solver drawn to sustainability and long term progress.

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EXPERIENCE

True Brands, Seattle — Customization Operations Specialist

FEBRUARY 2018 - JANUARY 2020

- Manage B2B customization and branding strategies for 2.5k+ products, overseeing internal operations and creative design.
- Key business owner for designing and implementing process and product improvements across sales, operations, and product teams – resulting in an increase in revenue +84% YoY (+30% YTD) and orders +41% YoY (+23% YTD).
- Developed 3-Phase Training Program: created SOPs, learning modules, and trained over 100 employees.
- Work cross functionally with 30 sales reps to provide product and order status updates, and resolve shipping and distribution issues.
- Overseeing operational merger of newly acquired brand: transitioning existing orders, streamlining processing mechanisms and systems, creation of new vendor profiles, and item numbers
- Responsible for owning the entire lifecycle of a purchase order, including customer updates and invoicing – reduced average order lead time by 28 days.

True Brands, Seattle — Customer Service Specialist

OCTOBER 2017 - FEBRUARY 2018

- Answering a high volume of inbound calls
- Maintaining accounts, creating sales orders, processing returns, providing exceptional customer service.

Verizon Wireless, Woodinville — Operations Specialist

OCTOBER 2014 - JUNE 2016

- Sales from 2014-2015. Organization and documentation of all inventory moving in retail location

Planned and executed multiple sales campaigns including NPS drive, TMP Enrollment and Wireless Workshops

AWARDS

CS Top Performer

Top Performer in WebChats answered, total talk time & total calls answered

Q2 Top Overall Store

Top Performing store in PNW05

Top Operations Specialist

Highest Scoring Ops Review
A+ Audit Review

VOLUNTEER EXPERIENCE

Mary Bloom Center Auction

3 Years on BOD
Wine & Hospitality Dept.
Event raises \$40,000+

EDUCATION

University of Washington, Adult & Continuing Education. *Full Stack Web-Development Certification Program*

NOVEMBER 2019 - PRESENT

24 week program covering the primary programming languages. After graduation I will be proficient in HTML/CSS, JavaScript/jQuery, React, and Python.

Central Washington University, Ellensburg *B.A. Psychology*

SEPTEMBER 2009 - JUNE 2012

Collegiate Athlete: Rugby, Soccer

Minor Studies: Weightlifting, Visual Art & Merchandising

SKILLS

- **Technical Proficiencies:** Microsoft Office Suite, ORACLE | NetSuite, Mobile POS, Salesforce, HTML/CSS, JavaScript.
- **Core Competencies:** Customer Service, Inside Sales, Product/Project Management, Account Management, Process Improvement, SOP Creation & Implementation.