

CUSTOMER SERVICE MANAGER/SPARE PARTS PRODUCT MANAGER

Highlights

Six Sigma Green Belt Certification

International Customer Service Association (ICSA)

Experience

Customer Service Manager/Spare Parts Product Manager

Taylor Corp 1/4 Minneapolis , MN

- Manage, oversee and control all aspects of Customer Service department within an \$88M manufacturing environment Train, direct, motivate and provide ongoing support to all staff members Accountable for financial performance of the department in areas such as budget planning, profit/loss and salary administration Coordinated and implemented a cross-training program to further develop technical skills of the customer service department Influential member of company steering committee Using Six Sigma tools, consistently interact with sales, engineering, manufacturing and shipping departments to ensure customer satisfaction Instrumental in establishing company's first Customer Service Development & Recognition program Responsible for Spare Parts Product Management, including pricing, profitability and inventory analysis.

Customer Service Manager

January 1993 to January 2000 Tumi, Inc. 1/4 Newark , NJ

- Established, developed and managed a highly successful customer service department within a \$45M organization Recruited, hired, trained, motivated and managed full staff of customer service representatives Initiated skills training programs for the customer service department Implemented ISO-9000 procedures within the customer service department; Acted as company-wide auditor during recognition process Directed customer service department in helping to achieve and exceed company sales goals Designed and wrote procedure manuals to standardize operations for customer service department Achieved consistently highest rank in customer satisfaction surveys.

Store Manager

January 1989 to January 1993 Back Country Store 1/4 Seattle , WA

- Managed total operations of 25,000 sq.ft., 40 employee, quality item department store Responsible for the recruiting and hiring of all store employees Key member in training on new computer system for sales staff at Canton and Fairlawn locations Developed and fostered a loyal customer base through excellent customer service and follow-up Analyzed sales trends and established sales goals; created and managed sales incentive campaigns Coordinated and conducted monthly new product presentations Worked with management of other local businesses to develop sales promotions and events.

Assistant Buyer

January 1986 to January 1989 Stern & Mann Company 1/4 City , STATE

- Processed and verified purchase orders, inventory reports and shipping documents Conducted new product/motivational sales meetings for all branch's sales staff Worked on multiple assignments under pressured situations; consistently met demanding deadlines Served as liaison between sales staff and buyer Received company Sales Pro Award for quality performance and customer service.

Assistant Information Specialist

January 1977 to January 1980 Babcock & Wilcox Research Corporate Information Center 1/4 City , STATE

- Conducted computerized literature searches of scientific and technical databases for both government and commercial applications Implemented and maintained employee Current Awareness program within all North American company divisions Traveled to all divisions teaching Current Awareness program to corporate management, engineers and scientists Attended specialized computer training courses at Oak Ridge Tennessee DOE center, University of Pittsburgh and University of Connecticut Demonstrated ability to interact effectively with all levels of management and technical personnel Identified, selected and delivered relevant technical information to clients.

Education

Bachelor of Science : Business Management , 1985 The University of Akron Business Management Attended two years in the School of Chemical Engineering

Interests

Demag Cranes & Components Corporation, Cleveland, OH 44139 2000-present

Skills

budget planning, C, computer training, clients, customer satisfaction, excellent customer service, Customer Service, databases, financial, government, hiring, inventory, ISO-9000, meetings, personnel, presentations, pricing, Product Management, profit, quality, recruiting, Sales, scientific, shipping, Six Sigma, teaching, training programs

Additional Information

- **P R O F E S S I O N A L P R O F I L E** Successful profit-driven professional qualified by over 20 years of visible achievements and customer relationship management. Dedicated to exceptional customer service with proven record of accomplishments in management, training, development, motivation, promotion of teamwork and implementation of policies/procedures to increase productivity, efficiency and company growth **E M P L O Y M E N T H I S T O R Y** Demag Cranes & Components Corporation, Cleveland, OH 44139 2000-present

- Former US Soccer licensed coach and referee. Played competitively in women's soccer league for 10 years. Instrumental in forming the first women's high school soccer team in Stark County, OH Recipient of Dale Carnegie "Highest Achievement" Award in Sales & Leadership seminar; Invited to serve as guest instructor in future classes