

PROFESSIONAL OBJECTIVE

Highly motivated, team oriented professional seeking opportunity for continued growth and advancement. Strengths: ability to work in a fast paced environment, focus on details, focus on clients; partnering with cross functional teams, communication, problem solving and resolution, maintaining deadlines, multitasking and organizational skills.

KEY STRENGTHS

Working in a fast paced environment

Maintaining Deadlines

Creative Problem Solving

Ability to build long-term relationships with internal and external clients

Team Builder/Player

Creating Specialized Reporting

Excellent Written and Oral Communication Skills

Adapts Quickly to and Embraces Change

PROFESSIONAL EXPERIENCE

Howard County Government, Office of Purchasing 10/1/2018 to Present

- Administrative Support Technician III:
 - Proofreads and edits all solicitation documents (to include legal agreements, etc.), memos and letters.
 - Assists with the public posting of solicitations on eMaryland Marketplace.
 - Answers telephone calls and assisting customers or directing them to the appropriate agency.
 - Assists customers in person or on the telephone with questions regarding current solicitations and contracts held with the County.
 - Schedules appointments for Buyers and Senior Buyers to include bid openings, and pre-conference meetings.
 - Type and format memos, letters and solicitations for personnel and supervisors.
 - Responsible for processing digital and physical copies of contracts and related material in accordance with the County's record retention schedule.
 - Maintains and monitors the contract log for renewals and expiring contracts.
 - Scans and files Legal Agreements for Contracts, as well as ensuring that all necessary documents are contained and in the proper order in the file.
 - Accepts, logs and securely stores Request for Proposal bid packages until opening date.
 - Handles and distributes all departmental mail.

Ultimate Staffing, Columbia, MD 2/7/2018 to 9/28/18

- Talent Acquisition Specialist:
 - Coordinated daily morning meetings to determine the tasks for the day.
 - Met daily requirements including
 - 40 dials per day to prescreen prospects as potential Candidates; and
 - Scheduled 8 to 10 Recruiter interviews daily to meet a weekly total of 40 interviews.
 - Placed and maintained online job postings for Recruiters.
 - Champion Video Select and Core Competency programs.
 - Greeted all visitors upon arrival.
 - Answered phones and emails.
- Ambassador (May 2018 to September 2018):
 - Represented Ultimate Staffing by promoting exceptional client services and through a positive working relationship.
 - Answered multi line telephone system.
 - Greeted co-workers and visitors upon arrival.
 - Prepared mail and packages daily.
 - Performed administrative duties including copying, filing, typing, scheduling appointments and preparing job books.
 - Processed and submitted invoices for approval and sent to Accounts Payable.
 - Created and verified purchase orders.
 - Created service tickets and uploaded them for the HVAC Technicians daily.
 - Maintained WSSC Team time worked and leave daily and submitted payroll timesheets weekly on Mondays to the Director of Sales.
 - Processed completed tickets, submitted tickets for payment and sent corresponding invoices to clients.

- Supported Director of Sales by providing support in completing payroll, creating reports, and ensuring timely submission of requested information for clients, vendors and the President of the company.

Westland Printers 10/2016 to 2/6/2018

- Project Manager/Customer Service Representative:
 - Reviewed & enhanced orders to ensure accurate and cost efficient production.
 - Verified schedule to maintain/exceed client expectations.
 - Secured job elements including stock, ink and dies.
 - Maintained PSI with timely and accurate information on all jobs ensuring clear and concise wording for accuracy.
 - Organized and coordinated vendor services.
 - Facilitated production through assisting all pertinent production departments in the timely completion of the job.
 - Maintained daily communications with Clients, Account Executives and Production.
 - Supported Account Executives, Vice Presidents of Sales and Customer Service and the President, including creating quote letters, researching previous jobs, maintaining calendars, scheduling meetings, attending meetings and taking notes. Assisted in billing and communication with customers and vendors.
 - Collaborated with other departments during two daily production meetings for job updates and to proactively seek solutions to possible issues.
- Accomplishments: Helped an Account Executive to win back two accounts that had been lost due to poor relationships. This required constant, clear communication to rebuild trust. Regaining this trust brought the clients back on board and resulted in additional revenue of \$328,706.14 for the company with pending orders for January 2018 of \$75,414.38.

Ambassador, Ultimate Staffing, Columbia, MD 5/2016 to 10/2016

- Contract Worker for Westland Printers:
 - Order entry into PSI including maintaining and updating orders throughout production.
 - Collaborated with other departments during two daily production meetings for job updates and to proactively seek solutions to possible issues.
 - Partnered with Sales from order conception to completion.
 - Coordinated with internal functional departments to ensure accuracy.
 - Established and maintained excellent relationships Outside Vendors to order dies, arrange special services, and to coordinate delivery and pick up of completed print jobs.
 - Communicated directly with Clients to ensure order accuracy and to obtain proof approvals/changes.
 - Daily walks through the Press room and Bindery to note where jobs were in the production process.
 - ABC – Worked with Lead PM, entered onsite meeting orders in Veritas website, pulled art files as needed from the ABC Transfer site, updated ABC Action log as onsite meetings were added and completed, processed mailings and End of Quarter orders and learned to estimate jobs and how to process internal jobs (VIP Binders, Bifolds, business cards and shells, pocket folders).
 - Thompson Media Group – Processed daily orders and maintained daily order spreadsheet, processed newsletter orders as received and maintained newsletter spreadsheet, updated and distributed Print on Demand updates as new editions of newsletters were created, metered and logged USPS, foreign mail and postage as needed, attended weekly conference call with Thompson Media Group team and clients, sent artwork to Digital printing for proofs and obtained proof approvals from client, worked with Digital Print Manager to order supplies as needed and worked with Lead PM to become lead and take over all tasks for this account (monthly billing, inventory update, customs forms, customer service inquiries).
 - Worked with the VP of Operations and Senior Associates to learn more about the print process to further my professional knowledge to become more successful.

Sales Associate, Vera Bradley, Columbia, MD 11/2015 to 5/2016

- Responsibilities:
 - Worked with customers to determine their needs and suggest suitable products.
 - Participated in new product launches.
 - Up-sold product lines when necessary bringing in additional revenue.
 - Managed the sales process and collected payments.
 - Processed online orders and followed up with courtesy calls.
 - Resolved customer complaints and issues in a timely manner.

Client Program Coordinator, Valassis Inc, Columbia, MD 5/2005 to 7/2015

- Responsibilities:
 - Analyzed the Client's needs, objectives, and budget to create, recommend, and present a targeted distribution proposal or media plan.
 - Instructed other functional areas on a Client's needs and solution.
 - Created media plans for clients and follow through order entry, creative creation and proofing, print production, package production, and post office distribution

- Participated in the Client strategic planning process.
- Advised and influences the strategic Client planning process and consultatively guides solution development to drive client acquisition and retention.
- Continuously reviewed and implemented improvements to overall responsibilities.
- Professional Example: Worked with a multi-million dollar clothing retailer to create and maintain a comprehensive schedule and budget for each store grand opening. This included flexibility for changes of grand opening dates and budgets per location based on the product being used for direct mail.
- Accomplishments: Received Client Centric Award for creative problem solving leading to cost savings for the client and company and received high performance bonus for taking on a new account and streamlining the order process for both the client and myself.

Acting Director, Childtime Learning Centers, Columbia, MD, 10/2000 to 4/2005

- Responsibilities:
 - Maintained and operated a licensed child care center servicing 112 children.
 - Managed a staff of 30 diverse individuals.
 - Maintained Child Care Administration regulatory compliance.
 - Maintained payroll, interviewed and hired employees.
 - Maintained required paperwork for children and staff.
 - Credentialed staff members and maintained employment records.
 - Entered tuition payments into the account payables system.
 - Performed conflict resolution with staff members and families as needed.
 - Created and performed staff reviews.
 - Developed staffing schedules to ensure regulatory compliance.
 - Ordered supplies for classrooms, kitchen and office.
 - Maintained budgets and reduced labor and overhead costs.
 - Transported children to and from local elementary schools.
 - Assisted in classrooms and food prep as needed.

Assistant Director, La Petite Academy, Ellicott City, MD 8/1998 to 10/2000

- Responsibilities: Senior Staff Infant Teacher:
 - Maintained a safe and clean environment for children from 6 weeks to 2 years in age
 - Created and implemented lesson plans
 - Partnered with parents on a daily basis regarding the care of their children
- Responsibilities: Assistant Director:
 - Worked with parents concerning the care of their children
 - Oversaw a staff of 25 diverse individuals
 - Filled in other roles as needed
 - Transported children to and from local elementary schools
 - Checked and maintained attendance for children and staff
 - Entered payments into the accounts payable system and assisted the Director as needed
- Accomplishments: Learned management skills on the job, learned the Child Care Administration licensed child care requirements, received the highest score ever recorded on the Assistant Director skills, abilities and personality traits test in the company.

EDUCATION

University of Phoenix, Master of Arts in Organizational Management, May 2005

The courses consisted of various business and Human Resources topics including leadership skills, project management, setting and meeting business objectives, labor laws and SWAT analysis.

Kutztown University, Bachelor of Science in Psychology, May 1996

The courses consisted of experimentation, research, brain anatomy and functions, child and adolescent psychology. There was a focus on written and verbal communication and public speaking.

VOLUNTEER POSITIONS

Howard County Government Wellness Committee Member: 2019 to Present

National Association of Mental Health (NAMI): 2020 to Present

- Family Support Group Facilitator
- Participate in Crisis Intervention Trainings (CIT)
- Co-Teacher for the NAMI Basics Class

Member of Asbury Woods Homeowners Association: 2018 to 2020