

JILL FEUER WISNER
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FOREST HILLS, NY
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EXPERIENCE:

SMART SOURCE LLC, NEW YORK, NY

ACCOUNT COORDINATOR

JANUARY 2018 - PANDEMIC

- Quoted, sourced, and followed promotional products production for orders from inception to delivery
- Supported sales team with all correspondence, PowerPoint presentations and order follow-up
- Hand holding customer service on a major non-profit account for fundraising participants
- Handled incidents, resolved complaints and order issues expeditiously
- Managed client e-stores, including updating products on site, managing inventory, fulfilling orders for in-stock items, and sourcing products for items requiring manufacture

HALO, OAK BROOK, IL

MERCHANDISING (CONTRACT)

OCTOBER 2017 – JANUARY 2018

- Created online advertising copy for promotional products website
- Edited online copy to reflect website merchandising

GORDON SINCLAIR, VALLEY STREAM, NY

PRODUCT MANAGER

FEBRUARY 2017 - SEPTEMBER 2017

- Recommended promotional products for distributor websites
- Managed content, images, pricing, and data on company website
- Coordinated with art, sales, and production to create content for email blasts and promotions

MOTIVATORS, WESTBURY, NY

PROMOTIONAL PRODUCTS SALES CONSULTANT

JULY 2012 – SEPTEMBER 2016

- Processed incoming sales calls and directed customers through the website
- Utilized customized CRM tool to follow up with all potential and prior clients
- Determined optimal products for clients to meet budgets, time constraints, and target audience

GORDON SINCLAIR, NEW HYDE PARK, NY

CUSTOMER SERVICE MANAGER/MARKETING COORDINATOR

SEPTEMBER 2009 - JULY 2012

- Managed associates providing continuous, high-volume phone and e-mail customer service
- Liaised with sales, production, art, quality control, and billing to ensure customer satisfaction
- Cross-trained staff to develop skills and enhance coverage
- Implemented operational improvements to improve delivery times
- Coordinated layout and placement of annual catalog

ROBINSON MARKETING ASSOCIATES, FOREST HILLS, NY

PRINCIPAL

AUGUST 1995 - SEPTEMBER 2009

- Created and recommended promotional products to best fit the needs of the client
- Implemented successful promotional products campaigns to help customers achieve marketing goals
- Developed creative solutions to enable clients to best meet budgets and deadlines
- Coordinated production times with factories to meet required delivery dates

EDUCATION: STATE UNIVERSITY OF NEW YORK COLLEGE AT ONEONTA

Bachelor of Science - Major: Business Economics | Minor: Business Communications

INTERESTS: Fourteen-time Avon Walk for Breast Cancer Participant (raised over \$100,000 in funds), Commonpoint Queens Forest Hills Food Pantry volunteer, Cycling, Photography,