

Robyn Majzner 21 Long Ridge Rd • Plainview NY 11803 • (516) 993-2220 • Essef@aol.com

Work Experience: Essef Distributors (Lincoln Line), *Vice President*, Mineola, NY, Sept 2006 - Present

- Bookkeeping:
 - Accounts Payable: check every bill, enter bills, pay bills through Quickbooks
 - Accounts Receivable: contact top customers' past due accounts, deposit & apply checks/ACH
 - Payroll: process & calculate payroll, keep track of employee vacation time
 - Taxes: pay FICA & NYSIT weekly through online portal
 - 401k: pay employee contribution & loans through online portal
- Human Resources
 - Meet, price out & choose plans with different brokers 1x per year for health insurance, liability insurance, umbrella insurance, workers compensation insurance and 401k plan
 - Enroll employees in health insurance plan & apply amount owed to employees' weekly paycheck
 - Offer employees 401k plan & deduct amount requested from weekly paycheck
 - Mediate internal employee conflicts
- Maintain & Update Product Line:
 - Oversee staff on updating product information (daily) on over 1200 products
 - Verify company website, customer sites, search engines & internal database show correct information
 - Check pricing & product details for new items added daily
 - Oversee staff on updating pricing on products (quarterly)
- Quality/Inventory Control
 - Handle all customer complaints, including, quality issues on products, late delivery, issues with staff, imprint issues, and more
 - Contact the factory regarding issues with inventory received & request credit or a way to resolve the issue
 - Determine whether a product needs to be discontinued after receiving multiple complaints
 - Arrange for return of product & offer clients options to remedy the issue after receiving complaint
 - Determine what to do with the product returned if the client does not want a redo
 - Contact customers (daily) on out of stock orders and suggest similar products
- Marketing Manager
 - Allocate funds towards different forms of advertising for the year
 - Check stats and update advertising monthly
 - Determine 2x weekly flyers to send out to list of over 20,000 client emails
 - Arrange for 2x yearly industry trade shows
 - Organize layout and verify content for catalog(s) (1-2x year)
- Production
 - Check details of every order prior to going into production
 - Schedule orders for production & verify that orders are going out on time
 - Arrange to have customers contacted if their orders are shipping late
- Purchasing
 - Overseas purchasing (daily): tell purchasing manager which products need to be ordered based on previous or perceived future sales
 - Domestic purchasing (daily): place purchase orders with domestic vendors & follow through to make sure they are processed and shipped
- Salesperson
 - Visit top clients 1-2x per year, bringing custom printed samples & sales materials
 - Contact top clients to arrange for preferred partnership & put together agreements for the year
 - Deal with customers requesting special pricing & arrange for COOP programs
 - Follow up 1-2x per month by email for top & perspective clients
 - Maintain excel spreadsheets with special pricing for top clients
 - Send weekly notices of new product offerings
 - Arrange for custom e-flyers to be sent with top clients logos 1-2x per month

Computer Skills: Proficient in MS Outlook, MS Excel, Quickbooks, UPS & FedEx Shipping Programs, ASI Supplier Dashboard, SAGE Supplier Center, Constant Contact

Education: Boston University, Boston, MA - 2002-2003
Rollins College, Winter Park, FL - 2003-2006, Bachelors in Psychology, Minor in Art