

## Professional Summary

Delivering Clear Communication · Brand Awareness & Promotion

Customer Success Management · Relationship Builder · Product Solutions

Business Professional with 20+ years' experience in Customer Service, Account Management, Product Solutions and Executive Branding Product Advisor. Provides a high level of customer service and project management to meet organizational and client needs with a passion to develop client relationships and account expansion.

## **Professional Skills**

- Consultative and advanced solutions sales approach
  - Ensured client product selection, produced proper and coordinating finished look and appearance
  - Excellent communication skills both verbal and written
  - Process full-cycle orders through product delivery
  - Developed expertise to manage small to large Corporate accounts
  - Develop and grow collaborative relationships with company personnel, teammates and customers
  - Ensures all Customer Service expectations were met or exceeded
  - Daily Customer interaction for sales prospecting, needs assessments and product recommendations
  - Organize, execute and attend tradeshow, facilitated awards, incentive and safety programs
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## Professional Experience and Achievements

### **Crate and Barrel**

March, 2019 - August, 2019

#### **Customer Service Representative Call Center**

Naperville, IL

Crate and Barrel is a Premier furnishings and household importer

- Followed through on extenuating circumstances for clients with damaged or missing items to ensure securing the product and scheduling delivery to meet clients event dates
- By persistently exploring the needs of customers resulted in exceeding customer satisfaction
- Received Customer Thank You emails and notes and acknowledgement from management on the same

### **HALO Branded Solutions**

May, 2014 - December, 2018

#### **Creative Marketing / Brand Advisor**

Sterling, IL

Halo is the 2nd largest Premium Incentive and Marketing company in the US

- Increased client revenues through promotional products and branded merchandise that resulted in clients acquiring new customers and increased revenues
- Through promotional products and incentives clients attracted and retained employees

**UCC Midwest, Greater Chicago Area  
Regional Sales Manager**

**March, 2003 - June, 2014  
St. Louis, MO**

Account development and management, Customer relationship management, expanded accounts from client referrals and developing prospects

Clients include: Vertical markets focused on Corporate Accounts, Law firms and Universities

- Delivered Client order from concept to delivery for a University's Memorial Service with less than one-week timeframe for 20K in custom decorated products
- Coordinated and delivered pre-production samples in less than 24 hours
- Sales figure averaged 200K to 400K annually

**Positive Dynamic Promotions  
Account Executive, Promotional Products**

**June, 1996 - Jan., 2003  
Greater Chicago Area**

Clients: United Airlines, (national account); Northern, IL University, ISU/Illinois State University, Loyola University, Benedictine College and Law firms

**Gift of Hope Organ Donor Network  
Hospital Liaison / Development**

**Oct., 1992 - Oct., 1996  
Itasca, IL**

My experience as the daughter of the 2nd Single Lung Transplant in Illinois created the need for greater public awareness about the proper perceptions for organ donation within both the public and healthcare settings. Armed with my Public Relations degree, I - together with my advocate Jack Lynch - created the job role and description of Hospital Liaison at the Gift of Hope (then known as the Regional Organ Bank of Illinois). Our role was to educate nurses and physicians about the laws concerning organ and tissue donation. This was accomplished through establishing relationships with intensive care and emergency room medical professionals, as well as hosting educational programs for the public.

## Education

**Illinois State University**

**Bachelor's Degree, Public Relations**

**December, 1991**

During my second semester at ISU, I participated in their inaugural study abroad program in Salzburg, Austria and studied International Communications

**Activities and Societies**

Public Relations Student Society of America | Internship at Gift of Hope, formerly known as Regional Organ Bank of Illinois

**Salzburg College**

**International Studies, International Communications, German (6 months)**

The opportunity to participate in a study abroad program in the beautiful city of Salzburg, Austria was a once in a lifetime experience. I would highly recommend participation in a study abroad experience to any student.