

Kevin Lee Coffman

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SUMMARY

High-energy, personable, and driven individual with 5+ years' experience in sales, account management, customer relations, and administration. Currently on target for advancement into Senior Account Management role on a career path towards Strategic Account Management.

PROFESSIONAL EXPERIENCE

Corporate Imaging Concepts – Northbrook, IL

April 2018 – Present

Account Manager

- On target for advancement into senior account manager position in September 2021 based on performance, initiative, and proven leadership skills
- Responsible for managing and exceeding sales revenue with the company's 3rd largest account
- Cultivate and leverage customer relationships with key stakeholders and buyers across four diverse and expansive departments on a consistent cadence to discuss strategic and tactical plans for the upcoming year
- Liaison for domestic and overseas client and operations teams
- Create and implement new products for e-commerce while explaining complex technical details in a concise and logical manner
- Accountable for innovating new and exciting promotional campaigns that are both relevant and complimentary towards the client's target demographic and events/tradeshows
- Deploy webstore testing interface and provide soft-launch to ensure customer satisfaction
- Manage and motivate a team of customer service representatives to drive online store sales and strategize for merchandising, marketing, inventory control, etc.
- Oversee special order projects including ideation, sourcing, quoting, and order implementation.

Arthur J. Gallagher & Co. – Rolling Meadows, IL

June 2016 - March 2018

Client Service Representative

- Develop benefit summaries and prepare analytic presentations for clientele during open enrollment by communicating benefit plans with various carriers such as BCBS, Humana, Aetna, UHC, etc.
- Analyze new policies and renewals, summary plan descriptions (SPD) and plan amendments for accuracy and compliance.
- Provide support for clients on a variety of Health & Welfare compliance areas such as: PPACA, COBRA, FMLA, HIPAA, etc.
- Prepare Requests for Proposals (RFP) for clientele.

Avalon Risk Management – Elk Grove Village, IL

March 2016 – June 2016

Administrative Assistant

- Support Avalon's National Account Department by processing renewals and finalizing submissions.
- Collaborate with Account Managers on organizational tasks to increase efficiency.
- Input data entry into designated sales database.

PROFESSIONAL EXPERIENCE CONTINUED

Mitsubishi Electric Automation – Vernon Hills, IL

February 2014 – March 2016

Clerical Administrative Assistant

- Teach and coordinate new hire orientation on a bi-weekly basis.
- Lead Environmental Health and Safety reports for the corporate headquarters in IL and Japan.
- Monitor and evaluate Certificate of Insurance (COI) program, making revisions as necessary in compliance with ISO9001.
- Coordinate “Safety Shoe Mobile Visits” for 400+ employees at corporate headquarters.

TECHNOLOGICAL EXPERTISE

- CIC E-commerce webstore
- Operating Systems: MAC OS and Microsoft Windows
- Microsoft 365 and Microsoft Office 2010-2019: Excel, OneNote, Outlook, PowerPoint, SharePoint, Word
- Other: Adobe Acrobat, Apple’s iMovie Software, Sharepoint Point, Data Management System (DMS), Illustrator, Inventory Management, Javascript, SAP (HRIS access), Sum Total Learning Management System

EDUCATION

Marquette University

- Bachelor of Arts Degree in Psychology
- Minor in Theology