

CUSTOMER RELATIONS/ INVENTORY MANAGER

Accomplished client services and marketing specialist encompassing **15+ years of expertise** leading to warehouse materials and operations management.

KEY ACCOMPLISHMENTS

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| ▪ <i>Lean Manufacturing Certification</i> | First Data Resources, Inc. | 2011 |
| ▪ <i>Awarded, "United States Patent</i> | Warpage Measurement | 2009 |
| ▪ <i>First Leader Award</i> | First Data Resources, Inc. | 2006 |
| ▪ <i>Quantum Team Award</i> | First Data Resources, Inc. | 2001 |
| ▪ <i>Six Sigma – Green Belt Certification</i> | GE Capital | 2000 |
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AREAS OF EXPERTISE

Client Services and Marketing

- Represent one of the largest credit card providers in the nation, producing more than 200 million cards a year.
- Address Customer/Client "Critical to Qualities" through unit cost reduction and meeting the time requirements.
- Institute recommendations for area support concerning Commercialline Client.
- Partner with Program Managers to improve insert quality through education and feedback.

Operations and Project Management

- Manage and control monthly warehouse log of 434 million inventory items.
- Implement the 'Macon International Scorecard' for the production floor, print, and card services.
- Compile and update warehouse process and procedure for maximum associate and department performance.
- Develop procedures for non-conformance material. Create process procedures for incoming inspection of warehouse materials.

Leadership and Organization

- Guide Material Resolution Team in the inspection of in-coming promotional inserts resulting in improved and timely communication with external clients.
 - Serve as chairman for the implementation of feedback forms for Omaha, NE and Chesapeake, VA.
 - Participate in Hand Stuff PIT addressing improvement of documentation and process.
 - Participate in five locally sponsored training courses for RFS managers.
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EMPLOYMENT HISTORY

First Data, Inc., GE Capital Credit Services, Macon, GA

Material Management Manager

09/2001 - Present

Accountable and responsible for all material management related functions for the Macon Statement and Plastic operations. This includes developing strategies to optimize Output and Plastic Services' inventory investment, using inventory control and capacity planning techniques to improve client satisfaction and maximizing on automation and technology to gain efficiencies. Responsible for maximizing all resources to meet or exceed all CPWU and cost reduction goals, and assure departmental Quality of Service goals are met.

- Organize materials scheduling to all JC Penney warehouse locations (Macon, GA, Omaha, NB and Chesapeake, VA).
- Acquire consultations with directors and other decision makers through marketing and interpersonal skills.
- Collect data regarding client referrals; collate data for statistical reports; monitor effectiveness of referrals.

Statement Client Service Manager

1999 – 2001

Support external client base with 'Prospector Set-up', a software program used in intelligence mail and product inserting. Manage the "Special Handling Team" and Statement Help Desk start-up.

- Reduce defects per million opportunities from 19 defects/errors to a minimum of 3 defects/errors.
- Create and implement Microsoft Access program to track incoming client calls.
- Develop and execute the "Fast Track Project Scheduler" for tracking new client roll-outs, prescreens, reissues, and conversion projects.

Client Integration and Support

1995 – 1999

Support integration of new external portfolios and oversee process assuring forms and expected volume are on-hand prior to testing and scheduling. Meet contractual obligations for accuracy and timeliness.

- Develop Warehouse Motivational Team to foster a team building work environment.
- Perform organizational development interventions including strategic planning, group facilitation, team building and systems analysis.
- Create and implement six month and twelve month associate review system.

EDUCATION

Masters of Science

Western Carolina University

Marketing Management

Bachelors of Arts

University of West Georgia

Marketing

Advanced Training/Certifications

Information Security/Integrity
Process Management