

Jennifer Job Seeker
Statement of Professional Accomplishments

- Delivered a 12% profit increase over prior regional management by establishing new institutional accounts resulting in \$6,000,000 of new revenue.
- Completed special assignments on inventory phase-outs, unallocated materials, and obsolete inventory resulting in savings to the company of \$1,500,000.
- Improved operation scores for district to 90% from 82% in prior years as a result of group and individual coaching of district front-line employees.
- Successfully trained tri-state team of over 800 managers, sales reps, technicians, and support staff on key company programs, which resulted in improving service levels by 10%, improved operations processes, and increased customer satisfaction.
- Managed direct reports of up to 40 associates which included hiring, training, evaluating, coaching, and transitioning employees. Achieved a 34% decrease in turnover rate over previous management team.
- Repair center team ranked No. 1 in the country by J.D. Power & Associates. Achieved this level of customer satisfaction with the active involvement of all team members contributing to the plan.
- Improved past due performance of vendors by implementing a daily expedite program. Result: Logistics performance improved 43% compared to past output; past due orders reduced to 3% within 5 months.
- Inherited and then overcame a \$5,000,000 deficit in a badly designed national sales promotion by completely redesigning and developing a far superior plan.
- Saved over \$500,000 annually in key sales communication systems and national transportation expenses while improving level of service to clientele.
- Dramatically reduced sales staff turnover by 28% due to more focused recruitment and selection process.
- Analyzed and merged more than 14 compensation plans into one corporate plan that resulted in savings exceeding \$270,000 while continuing to compensate the sales staff for their efforts.