

BUSINESS / OPERATIONS MANAGER / GM

Expertise in the areas of:

**P&L – Business Development – Marketing/PR – Consultative/Solutions Sales – Up Selling
New Products/Services Introductions – Staff/User Training & Development – Licensing
Account Relations/Retention – Conferences/Trade Shows – Contract Negotiations – PM**

“Hands-on, personable business leader with a “high touch” style and proven track record of setting goals, developing effective action plans, and driving results (‘whatever-it-takes’ attitude).”

PROFESSIONAL EXPERIENCE

Independent Business Consultant, 2009-present

Director of Professional Services / earlier Assistant, AMTECH SOFTWARE, 1991-2009

(Industry specific software provider featuring a full ERP package for manufacturing sector.)

Promoted to take full P&L for a 30 Consultants, professional services operation covering the USA, Canada and Mexico and featuring approximately 600 clients-customers-accounts (mostly in the corrugated paper, packaging and distribution related lines of business). Started as Assistant to President, promoted to Assistant Director in 1997, then to Director in 1999.

Managed, on a daily basis, several key aspects of the business including: sales forecasting/quotas, staff recruiting, budgets, scheduling/tracking, customer service, policies & procedures, software licensing contracts, public relations, training & development, systems, product/services marketing, QC, user training, compensation programs, human resources, project implementation-client engagement and follow-up, curriculum development, and trade show/conference participation.

- **Grew consulting business** from under \$1,000,000 to \$6,000,000 and, with it, consulting staff from 8 to 30 Consultants at high point.
- **Increased accounts 50%-75%** through effective added value, up-selling of services.
- **Exceeded sales and training revenues** by creating/driving training, sales and marketing plan.
- **Realized high retention** rate with both staff Consultants as well as clients-customers.
- **Drove continuous process** improvement to achieve efficiencies and quality standards.
- **Ensured customer satisfaction** by serving as key liaison person on all engagements.
- **Developed “Software User Conference”** and grew participants from 50 to 400 participants.
- **Maintained 90%+ billable utilization** for over 10 years.

*Prior to 1991 worked as an Office Manager and Executive Assistant for fifteen years in a wide range of industries including: consumer products, furniture, utilities, construction, and energy.

EDUCATION / OTHER

A.S. degree being pursued at MONTGOMERY COMMUNITY COLLEGE
Completed Business Administration Certification, Montana Tech College of Technology

Technical Skills: Microsoft Office Suite (Excel, Project, Word, Access, Publisher, and PowerPoint); also ACT

OPEN TO RELOCATION