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SUMMARY OF QUALIFICATIONS

- Market-focused MBA-educated professional with successful strategic leadership, customer relationship management, and sales experience.
- Experience includes diverse managerial skills in distribution, planning and organizing.
- Restructured two alternate delivery companies to obtain quality distribution, requiring the recruitment of a competent staff.
- Experience in establishing sales and circulation goals and motivating staff to attain goals.
- Heavy focus on customer service of subscribers, advertisers and inter-company clients.
- Highly competent with Windows, MS Office, SAP, SPSS, FrontPage, WordPerfect.

EXPERIENCE

Consultant/General Manager, [Greenview Communications Inc.](#), Detroit, MI, 1/02-8/05

- Created and implemented actions that restored quality and profitability to

division.

- **Oversaw distribution and packaging of more than 200,000 products.**
- **Coordinated expansion of business into new territory.**
- **Developed and maintained expense and revenue budgets.**
- **Recruited, trained, and supervised 65 full- and part-time employees.**

Alternate Delivery Manager, [Free Press](#), Ann Arbor, MI, 6/98-12/01

- **Oversaw contracts with Alternate Postal Delivery and 200+ delivery agents.**
- **Assisted clients in maximizing their advertising dollar.**
- **Developed and maintained expense and revenue budgets.**
- **Created and implemented action plans for delivery program's success.**
- **Recruited and trained 20 employees.**
- **Oversaw distribution of various products to 450,000 households.**

Circulation Zone Manager, [Free Press](#), Ann Arbor, MI, 2/97-6/98

- **Supervised independent carriers and employees to obtain quality delivery to 32,000 households.**
- **Promoted sales.**
- **Ensured circulation goals had been met.**
- **Provided statistics for future circulation growth.**

Alternate Delivery Area Manager, [Free Press](#), Ann Arbor, MI, 3/96-2/97

- **Created new route structure for delivery of products using mapping software.**
- **Interviewed and contracted distribution agents.**
- **Trained new area managers.**

- Assured proper delivery of products in established areas.

Substation Supervisor, [Free Press](#), Ann Arbor, MI, 7/95-3/96

- Communicated between the Free Press and its delivery agents.
- Promoted sales.
- Maintained acceptable service ratios.
- Collected all money due to the company from its delivery agents.

District Operations Counselor, [Providence Journal Bulletin](#), Providence, RI, 5/91-6/95

- Maintained home-delivery and single-copy accounts.
- Promoted sales and established routes in new growth areas.
- Recruited, oriented, and motivated carriers.
- Conducted audits for 12 district offices.

EDUCATION

Master of Business Administration, [University of Michigan](#), Ann Arbor, MI, Spring 2008, Major: Marketing

Bachelor of Business Administration, [University of Michigan](#), Ann Arbor, MI, May 2000, Major: Marketing

Associate of Science in Business Administration, [Community College of Rhode Island](#), Warwick, RI, May 1990, Major: Business Administration

TRAINING

- Interview and Hire the Best, American Management Association, Detroit, MI, 10/02.
- Appraising Employee Performance, American Management Association, Detroit, MI, 5/02.
- Operating in a Non-Union Environment, Human Resources Society, Ann Arbor, MI, 7/99.

- **Advanced Project Management, Project Management Institute, San Diego, CA, 5/98.**
- **Managing Change, Change Management Learning Center, Boston, MA, 9/93.**

PROFESSIONAL AFFILIATIONS

- **Association of Alternate Postal Systems (AAPS)**
- **[Toastmasters International](#)**
- **United Way**

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