

Kathy McAninch-Kelly

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CAREER SUMMARY

Customer Service professional with strong communication and interpersonal skills and the ability to disseminate ideas and generate action throughout the organization. Skilled in coordinating, managing and completing multiple projects simultaneously and within deadlines. Strong problem-solving and decision making skills; ability to draw from experience and knowledge and apply to current situation in a timely manner. Ability to remain calm, patient and productive in a high pressure environment.

• Team player	• Manage multiple projects simultaneously
• Computer literate	• Interpersonal communication skills
• Detail oriented	• Customer service oriented
• Adapts easily to new concepts	• Professional and personable

PROFESSIONAL EXPERIENCE

Diebold, Inc., Canton, OH

1985 - 2008

Global leader of integrated self-service and security with a full range of self-service, software, security/facility, and card-based products, as well as consulting and support services.

Product Coordinator

1991 – 2008

Analyzed, reviewed and maintained sales contracts by monitoring order entry, manufacturing schedule, product shipment and installation.

- Performed data entry of various payment terms and coordinated delivery dates requests with product manufacturing schedule to accommodate customer specifications.
- Managed the logging and review of all sales orders and sales contracts for accuracy and compliance with established company policies.
- Worked in close collaboration with sales and finance management to ensure accuracy of all entries or order changes including restocking charges and cancellations.
- Translated all customer orders to appropriate catalogue numbers according to company policy thereby initiating factory production.
- Maintained frequent communication and cordial relationships with customers to resolve discrepancies or inaccuracies in their orders and ensure timely delivery of products.
- Processed change orders within 8 business hours.
- Collaborated with parts and logistics departments to ensure customer satisfaction by expediting order fulfillment of replacement parts for damaged products.
- Secured required equipment in the least expensive, most efficient manner and within stated deadlines.

Product Coordinator (continued)

- Reviewed the procedures for restocking fees and product modifications with customers to recover manufacturing costs for cancelled or modified product order.
- Directed overflow of incoming technical assistance calls to ensure all customers received contact within 30 minutes.
- Processed billing and conducted collections to generate timely receipt if payment for product.

Customer Service Assistant **1985-1991**

Provided courteous assistance to customers by resolving complaints promptly and effectively.

John G. Cleminshaw, Inc., Hudson, OH **1982 - 1985**

Performed county-wide property evaluations for tax purposes.

Real Estate Appraiser

Computed final estimation of property values, taking into account such factors as depreciation, replacement costs, value comparisons of similar properties, and income potential.

EDUCATION & TRAINING

Business Management
Stark State Technical College, Canton, OH
Currently Attending

Secondary Education Coursework: English
The University of Akron, Akron, OH

Dale Carnegie Public Speaking
In Search of Excellence
Assertiveness Training for Achievers
Successful Customer Relations
Powerful Communication Skills
Image and Self Protection
The Organized Woman
How to Supervise People and How to Get Things Done

SALES & CUSTOMER SERVICE CAREER PROFILE

Seeking to Transfer Broad-Based Skill Set, 15+ Years of Experience in Customer Service/Sales, and Proprietary Education Experience Focused on Sales/Management Position

Results-focused, quality-driven professional with extensive experience in proprietary education, demonstrating consistent achievement of objectives, strong sales and service skills, and dedication to organizational goals.

Core Knowledge & Skill Areas:

- Customer Relation Building
 - Career Guidance
 - GED Guidance
 - Solutions Selling Strategies
 - Consistence Sales Growth
 - Microsoft Office
 - Team Training & Mentoring
 - Service Strategies/Solutions
 - Program Knowledge
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RELEVANT EXPERIENCE BRYANT & STRATTON COLLEGE, Parma, OH 2008 - 2008

ADMISSIONS REPRESENTATIVE

Responsible for cultivating new students for enrollment. Thorough knowledge of all programs including Registered Nursing, Medical Assisting, Medical Administrative Assisting, Legal Administrative Assisting, Information Technology, Accounting, Business Administration, Administrative Assisting, Human Resources and Criminal Justice.

REMINGTON COLLEGE, Maple Heights, OH 2007 - 2008

ADMISSIONS REPRESENTATIVE

Responsible for prospecting, interviewing and enrolling new students. Developed leads through new and current students. Highly knowledgeable on all programs including: Medical Assisting, Medical Administrative Assistant, Pharmacy Tech, Business, Electronics Technology and Criminal Justice. *Selected Accomplishments:*

- ◆ Consistently achieved and surpassed weekly and monthly goals.
 - ◆ Received positive review from corporate Vice President of Marketing.
- Worked with Ability to Benefit students to assist with GED completion and placement in desired program upon completion. Worked closely with GED coordinator.

AT&T/SBC/AMERITECH, Cleveland, OH 2000 - 2007

CUSTOMER SERVICE REPRESENTATIVE, CONSUMER (2000 - 2005)

CUSTOMER SERVICE REPRESENTATIVE, REPAIR (2005-2007)

Assisted new and current customers with products and services, including phone, broadband, cellular and dish services. Also worked in repair to assist customers with any repair issues on phone lines or circuits. *Selected Accomplishments:*

- ◆ Met and exceeded monthly goals for all products. Consistently won contests for sales objectives.
- ◆ Provided peer counseling for other representatives to help them achieve their monthly goals.
- ◆ Ran United Way campaign for two years to raise funds through fundraisers. Achieved 92% participation in center for yearly contributions.

...Professional Experience Continued...

GROUND ROUND, North Olmsted, OH

1995 - 2000

SERVER, TRAINER, BARTENDER

Worked to provide an excellent dining experience to new and returning customers. Suggestive upselling to customers to add the extra touch to a meal, salad or beverage.

Selected Accomplishments:

- Built ongoing business with new customers by inviting them to return to our establishment. Built a successful following of regular customers that frequented the restaurant on a regular basis.
- Learned all aspects of bar service including preparation for shifts, preparing beverages for customers and suggestive selling.
- Built knowledge of all aspects of serving and bartending and began to train new employees to ensure excellent service for all customers.
- Assisted with daily and weekly food and beverage counts and spoilage reports.
- Assisted managers with voids and discounts for servers and cashed out servers.

JUVENILE COURT, Cleveland, OH

1990 - 1995

INTAKE ASSIGNMENT

Worked under paternity administrator to ensure all cases came through were properly filed and served in timely manner.

- Accepted for processing paternity complaints from Child Support Enforcement Agency & attorneys.
- Served all parties, set court dates and test dates and followed cases through to be given final decisions and child support guidelines.

BOND COURT HOTEL, Cleveland, OH

1988 - 1990

SALES & CATERING ASSISTANT

Worked with other professionals to bring in new and repeat customers for hotel events, including seminars, weddings, and conventions.

- Checked availability for incoming groups, including blocks of rooms for overnight guests and meeting and convention rooms.
- Organized and catered to all guests needs during events.
- Gained re-commitment for next events to be held at hotel.

**PROFESSIONAL
DEVELOPMENT**

BRYANT & STRATTON BUSINESS COLLEGE, North Olmsted, OH

Administrative Assistant Diploma, Graduated 1986

BRYANT & STRATTON BUSINESS COLLEGE, Parma, OH

Human Resources Specialist Associates Degree, Anticipated Completion 2010

Professional Development:

Society for Human Resources Management, Parma Student Chapter President

Facilitating Buying Decisions through Norton, Norris, Inc. ■ Servicing the New Student with Different Shopping Techniques through Norton, Norris, Inc. ■ Member, Jewels by Park Lane