

**Karen A. Bevan**  
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## **CAREER SUMMARY**

Skilled and personable **Administrative Professional** with more than 17 years' experience providing consistent, approachable customer service and a full range of general office support.

- **Administration:** Provide exceptional administrative support to peers and senior management. Success streamlining office processes to increase efficiency and improve service. Track financial loan data. Outstanding communication skills; continuously project a highly polished professional image.
- **Customer Service:** Serve as initial point of contact for customers, vendors and partners. Promptly responds to inquiries via e-mail and telephone.
- **Technical strengths:** Adept with Microsoft Office (Word, Excel, Outlook). Capable of managing complex, multi-line telephone systems and typing 60+ words per minute with superior accuracy. Highly knowledgeable and skilled in the areas of escrow accounting and loan documentation.
- **Key Strengths:** Excel at developing strong relationships with staff, senior executives, and clients; strong record creating a positive first impression. Highly organized and conscientious; entrusted by management with confidential materials. Adapt quickly to new and evolving environments.

## **PROFESSIONAL EXPERIENCE**

**AmTrust Bank, Cleveland, OH**

**2006 - 2008**

AmTrust bank began in 1889 and has always been headquartered in Cleveland OH. It has grown from a local savings & loan to a leader in retail banking as well as customized checking, investments and small business services along with being in the top 15 loan originators.

### ***Mortgage Operations Assistant***

Supported Warehouse Wholesale Mortgage operations ensuring efficient and accurate data entry of incoming mortgage loan files and other documentation necessary for the funding of loans to the Bank's Investors.

- Entered loan document information into file/document tracking data systems, ensuring data integrity.
- Delivered accurate, responsive internal & external customer service.
- Ensured that distribution of incoming loan files to the department.
- Sorted & routed incoming faxes & mail.
- Prepared routine correspondence as needed.
- Developed a list of shipment detail sheets to ensure quick access to tracking information when requested by the Bank's Investors.
- Created a list of all fax & copy machines on the floor so that when the machines weren't working correctly IT could be notified faster.

**Stanley Staffing Agency, Parma, OH****Oct. to Nov 2006**

A company specializing in locating temporary to permanent employment positions in all areas of the work environment by testing and interviewing prospective applicants for open positions in various job fields.

***Customer Service Representative with Lockheed Martin/ Temporary assignment***

I aided and assisted retirees and spouses with questions about their retired pay in regards to changes they wanted to make with their account, additions to the account and requests for any forms or correspondence that they requested to be sent to them.

- Fielded customer service calls to assist retirees with changes in their accounts.
- Sent out forms and any other correspondence requested by the retirees.
- Government background check and fingerprinted conducted to perform job duties and remains on file.

**The Northern Savings & Loan Co., Elyria, OH****1994 -2006**

A family owned savings & loan servicing all of Lorain County becoming a leader in retail banking, investments and small business accounts. It was a company that was always involved in community service.

***Escrow Assistant***

Supported the bank's Mortgage Loan Department in loan origination and aided the mortgage loan portfolio by providing excellent escrow and customer service throughout the county.

- Assisted and processed customer mortgage loan transactions to increase the bank's portfolio.
- Opened, processed, and closed escrow files.
- Created escrow closing documents showing debits & credits, transmitting checks, closing statements.
- Transmitted disbursements of any monies held in escrow.
- Provided general information to external customers on company escrow services, procedures and status of cases.
- Performed secretarial duties such as filing, answering the telephone, data entry, and preparing forms.
- Prepared external customer correspondence.

**Macy's (fka Kaufmann's Dept. Store), Elyria, OH****1997 – Present**

A retailer dedicated in pursuing ways to deliver customer needs by offering an exceptional shopping experience with unique merchandise, fashion brands and online sites adding excellent service to its customers.

***Fine Jewelry Specialist***

- Present and sell Fine Jewelry.
- Perform various cashier and customer service duties involving collection of funds, issuing of receipts & daily balancing of cash drawer.
- Answer the telephone and establish relationships with customers.

**Avon Products, Inc., Lorain, OH****1991 – 1993**

Avon Products began in 1886 offering door to door service to families selling fragrances but grew quickly to become the largest door to door sales company offering a 600 plus multi product line.

***Avon District Manager*****EDUCATION**

**Secretarial/Clerical Business Certificate, 1994**  
ESI Career Center, Lorain, OH

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**LISA S. TRUDICK**

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**SUMMARY OF  
QUALIFICATIONS**

- ◆ Computer Proficient – Microsoft Word, Excel, Access, Power Point, Adobe Professional, Dream Weaver, HTML, Goldmine and Audacity
- ◆ Excellent verbal and written communication skills
- ◆ Proven managerial ability
- ◆ Training – virtual, one-on-one and group
- ◆ Comprehensive experience with inside and outside sales

**EXPERIENCE**

**Project Manager**

Advanstar Communications

March 2007 to January 2009

- ◆ Responsible for delivering projects on time and within budget
- ◆ Coordinate changes to scope, cost and schedule for quality of projects
- ◆ Review customer feedback and process execution; develop and implement changes to improve project delivery
- ◆ Provide technical training on operating systems
- ◆ Moderate/facilitate both live events and podcasts
- ◆ Orchestrate media promotions with publishers and editors of independent magazines to secure sponsorships for events
- ◆ Create marketing plans including HTML email promotions, flyers, Web ads and e-newsletters
- ◆ Produce on-line registration pages, reporting sites and databases

**Emergency Planning and Preparedness Coordinator**

American Red Cross,  
Greater Cleveland Chapter

October 2000 to June 2005

- ◆ Conceive, prepare and implement monthly educational seminars
- ◆ Manage a membership base of 250 members and their training needs
- ◆ Direct four volunteer committees and a Strategic Advisory Council
- ◆ Organize and market an annual two-day conference
- ◆ Initiate, develop and implement new avenues of outreach and partnership including The Cleveland Indians, The Cleveland Clinic, University Hospitals, University of Akron, First Energy and Key Corp
- ◆ Participate in mass city drills for Cleveland, Pepper Pike and Mayfield
- ◆ Partner with the City of Cleveland councilmen to train residents in CPR, First Aid, and AED's
- ◆ Create and implement quarterly newsletters and monthly press releases
- ◆ Associate and communicate well at all organization levels

**Business Account Manager**

Verizon Wireless

December 1998 to July 2000

- ◆ Expand customer base by client prospecting and market research
- ◆ Generate an average of twenty corporate accounts per month
- ◆ Develop and execute comprehensive sales plans to sell a full range of services and products
- ◆ Proactively identify opportunities to reduce overhead cost and increase customer satisfaction

**EDUCATION**

University of Las Vegas Nevada

**Bachelor of Science**

Major: Hospitality and Event Management

Minor: Business Management

**CERTIFICATIONS**

- ◆ Cardio Pulmonary Resuscitation (CPR)
- ◆ Automatic External Defibrillator (AED)
- ◆ First Aid

**REFERENCES**

- ◆ Upon request

**CYNTHIA A. TAYLOR**

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Canton, OH 44705

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(330) 493-9287 (H); (330) 206-3680 (C)

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**CAREER SUMMARY**

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**Order Management Professional** with experience managing Strategic customer base, critical to the bottom line of the company. Proven expertise in analyzing, reviewing and maintaining multi-million dollar sales contracts from receipt to scheduled manufacturing, product shipment and installation.

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**DEMONSTRATED SKILLS**

- Strong problem-solving and decision-making skills; ability to draw from product knowledge
- Team player, can work in close collaboration with sales, finance and service organizations to ensure accuracy, timeliness of sales contracts
- Computer literate
- Team player, but capable of working independently
- Within one Quarter, sole contributor in troubleshooting orders so that we could invoice \$782,000 to customers

**EMPLOYMENT HISTORY**

***Diebold, Incorporated, Canton, Ohio – 4/30/82 – 4/17/08***

**April, 2006 – April, 2008 - BaaN Cleanup Task Force Team Lead** – Managed Team of five to clean up orders with problems passing through BaaN system for various reasons. This team was charged with the preparation for migration from BaaN to new Oracle 11i system.

**April, 2005 – April, 2006 – Retail Account Team and Diebold Election Systems** – Product Solution Specialist II - Responsible for Diebold Order Management System entries for Sales from our Retail Accounts Division. Reviewed sales contracts for accuracy and adherence to corporate guidelines. Responsible for all change orders, cancellations, scheduling manufacture dates, expediting with manufacturing and securing equipment in least expensive manner to accommodate customer requested date.

**April, 1994 – April 2004 – Product Solution Specialist II (promotion to National Account Team)** – Order Management for Bank of America, EDS, Bank One/JPMorgan

Chase merger, responsible for reviewing signed contracts from customer, assuring contracts adhere to corporate guidelines.

System entry into manufacturing, scheduling, timely shipment and installation. All change orders, cancellations and expediting.

**April, 1984 – April, 1994 – Sales Product Contract Coordinator (promotion) –**  
Responsible for Order Entry (Management) for the Central States Area and the EDS National Account.

**April, 1983 – April, 1984 – Area Coordinator – North Central Sales Area –**  
Responsible for checking all ATM Contracts for five State N. Central Area.

**April, 1982 – April, 1983 – Secretary to TABS (Total Automatic Banking Systems) Area Manager –** Administrative support for sixteen State Region.

### **EDUCATION**

**University of Akron, Akron, OH -- Bachelors in Music (Performance)**

**Temple University, Philadelphia, PA -- Masters in Music (Performance)**

**Stark State Technical College -- Microsoft Courses**

**Diebold Business Improvement Systems Training**

### **BUSINESS MACHINES/SOFTWARE**

Windows – Microsoft Word, Excel, Baan System, AMAPS, DOMS (Diebold Order Management System)

Fax machines, copiers, scanners

### **INTERESTS**

Supporting the Symphony Orchestras in this area, playing and teaching piano, golf, garden design and reading.

### **REFERENCES UPON REQUEST**

## **Cathy Seed**

7149 Colesbrooke Drive  
Hudson, Ohio 44236  
330-571-5762  
[caseed@hotmail.com](mailto:caseed@hotmail.com)

### **Summary**

An experienced administrative professional with a strong ability to multi-task and remain detail oriented in a fast-paced environment. Seeking professional growth with increasing responsibilities, and the ability to contribute to the continued success and growth of a business.

### **Work experience**

#### **Life Equity, LLC-Closing Analyst Hudson, Ohio**

**5/07 to present**

- Accurately and efficiently prepare purchase agreements and associated documents in connection with life settlement transactions.
- Send completed purchase agreements to necessary parties and manage tracking and follow-up.
- Communicate with insurance brokers, insurance carriers and investors to resolve issues and obtain documentation.
- Conduct timely follow-up with insurance carriers ensuring compliance with regulatory timeframe restrictions.
- Interact with policy owners, agents, brokers, escrow agents, investment funds and insurance companies.
- Send timely and accurate correspondence and documentation to appropriate parties.
- Create electronic and paper files as required by internal and external Compliance procedures.
- Effectively partner with internal departments, primarily Compliance, to expedite closing process.
- Prepare letters mailed to carrier and policy owners.
- Maintain the filing room of closed policies and CD's.
- Verify broker licenses and conduct Westlaw and anti-terrorist background checks.
- Confirm wire transfers to insurance brokers.
- Participated in closing 507 cases worth nearly 1 billion dollars in face value.

#### **The Northend Market-Caterer/Hostess Hudson, Ohio**

**2003-present**

- On-site hostess at client's homes during catered parties or at corporate events.
- Prepare, present and serve food as necessary.

#### **Hudson Community Chapel -Caterer Hudson, Ohio**

**2003-present**

- Bake pastries and prepare food for weekly events.

#### **The Lunch Connection-Caterer Macedonia, Ohio**

**2003 to 2007**

- Professional caterer for a corporate catering company.
- Interacted with clients to design appropriate menus.

## **Cathy Seed – Page 2**

7149 Colesbrooke Drive

Hudson, Ohio 44236

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### **Cathy's Catering Services-Owner Hudson, OH**

**1995-2002**

- Self-employed part-time catering business.
- Catered events ranging from executive dinners for 12 served in the client's home to wedding receptions for 200 or more.

### **Additional Experience**

- 18+ years of various volunteer work at Hudson City Schools. Computer mom, clinic mom, copy room mom, food collections for the needy, helping augment the gifted program, chaperoning, assisting the school swim program, etc.
- Involved in Hudson Explorers Aquatic Team fundraising, team building and support. Also, involved in Hudson High School Swim Team volunteering in many aspects of running of meets as well as team functions. Served as committee head 5 years.
- Involved in planning and chaperoning numerous trips for the Northeast Ohio Lake Erie Zone Swim Team.
- Trained in medical procedures for 9 months before traveling to South America to administer vaccinations to the children, with Amigos de las Americas in 1978.
- Actively involved in fundraising and other support for Actor's Summit, a local, professional, non-profit theater group. Various volunteer positions for Hudson Community Chapel.
- Worked full-time as a bank teller while attending college part-time.

### **Computer Skills**

Microsoft Office – Word, Excel, Outlook  
Proprietary Policy Database

### **Education**

University of Akron, Akron, Ohio  
Bachelor of Arts in Business/Finance

**EILEEN C. FITZSIMMONS**

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Home: (330) 626-9585 ♦ fitzeileen@gmail.com

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**SUMMARY OF QUALIFICATIONS**

Proven business analyst and merchandise planning professional with experience in the retail industry. Utilize keen analysis, insights and forward thinking to develop strategy supporting plans that drive organizational goals and achieve results. Management of multiple reporting processes leveraging opportunities and avoiding risk. A dedicated worker possessing effective interpersonal skills and the ability to work with diverse groups who is just as comfortable working as an individual contributor. Competencies include:

- Business Analytics
  - Sales Plan Analysis
  - Gross Margin Planning
  - Merchandise Assortment Planning
  - Inventory Management
  - Allocation & Replenishment
  - Data Reporting
  - Decision Making Ability
  - Results Orientation
  - Systems Literate
  - Effective Team Contributor/Communicator
  - Talent Mentoring
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**PROFESSIONAL EXPERIENCE**

**DOTS, LLC, SOLON, OH**  
*Retail Specialty Apparel Chain.*

**1996 - 2009**

***Analyst, Planning Allocation Department***      **2005 - 2009**

Analyzed company sales and identified sales opportunity within climate, store group and ranks. Identified risk, margin and merchandise mix opportunity in new prototype stores. Provided business analysis to upper management. Evaluated store plans, making recommendations at total and division levels. Provided analytical support to field management. Managed store density and communicated recommendations to allocation team. Evaluated company merchandise tests.

- Evaluated and challenged store plans, working collaboratively with planning teams to reforecast.
- Reviewed actual sales performance, providing actionable recommendations to merchants/planners.
- Evaluated 41 prototype stores' mix, margin, and density to identify opportunities and risk. Recommended changes to 2009 new stores' assortments based on variation to chain business.
- Participated in store plan reviews by division to ensure plans reflect stores' sales trends by climate and rank.
- Collaborated with field management in evaluation of store performance data and developed allocation strategy to support opportunities
- Coordinated communication with field managers providing expeditious response to concerns and suggestions.
- Member of New Store Task Force, Strategic Planning Team and Payroll Forecasting Committee.

***Merchandise Planner, Plus Division***      **1996 - 2005**

Drove sales and margin by developing classification merchandise plans. Identified sales opportunities and risk in partnership with merchant team. Reviewed sales plans and recommended changes to company planning committee. Developed item sales and turn plans and assortment plans by climate and rank group.

- Developed preseason unit/dollar plans by classification. Planed sales, inventory, markdowns, margin and turns at the week level in dollars and units to support company goals.
- Forecasted trend to identify sales opportunity and risks. Presented plan revisions at monthly Merchandise Planning Committee (MPC) meetings, providing analysis to support recommendations.

## **EILEEN C. FITZSIMMONS**

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- Monitored open to buy. Suggested best receipt flow to maximize sales and optimize inventory levels.
- Recommend monthly markdown strategy to the merchants. Developed out-strategy for seasonal merchandise to maintain margin goals.
- Created and maintained monthly assortment plans, monitored on order and recommended quantities.
- Maintained product structure integrity and suggested strategy to address changes in the business.

### **BIG BEAR STORES, COLUMBUS, OH**

**1995 - 1996**

*Grocery and General Merchandise Super-centers Chain*

#### ***Buyer Intimate Apparel, Girls 4-16***

Drove sales and margin through merchandising and product selection. Developed product advertising to support company circulars. Successfully initiated Playtex bra program in grocery superstores.

### **KLINES DEPARTMENT STORES, CLEVELAND OH**

**1986 -1994**

*Department Store Chain (nationwide-48 stores)*

**Buyer:** Intimate Apparel; Cosmetics; Boys 8-20; Men's Big and Tall.

## **EDUCATION**

**BA Clothing and Textiles, University of Akron, OH**

## **AFFILIATIONS**

Streetsboro Recreation and Preservation/Greenspace Committee-Chair  
Hickory Ridge Homeowners Association Board of Directors; President-4 years  
Portage County Environmental Roundtable  
Environmental Conservation Awards Benefit Dinner Steering  
Committee-Publicity Chair

# JENNIFER CRAIG

1537 Plantation Drive ✧ Hudson, OH 44236 ✧ Phone: 330.655.9255(H) 214-649-1023(C) ✧ E-mail: rjkmhome@windstream.net

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## OPERATIONS MANAGEMENT • VENDOR RELATIONS • EVENT COORDINATION

Dedicated operations management professional with proven competencies in establishing event processes and procedures that exceed clients' expectations. Analyze, develop, and implement streamlined systems that drive cost savings and proven effects on revenue generation. Coordinate with staff and prepare business documents while serving as a "gatekeeper" to make decisions regarding the scheduling of events and fund-raisers. *Professional Strengths Include the Following:*

- Client Relationship Management
  - Registration Services
  - Operations Oversight
  - Event Planning & Execution
  - P&L Management
  - Training & On-Site Support
  - Budget Management
  - Purchasing & Supplier Relations
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## PROFESSIONAL EXPERIENCE

EXPERIENT, INC., Twinsburg, OH  
**Director of Registration Services**

2007-2009

Coordinated and supervised events for an integrated meeting and event solutions provider. Managed multiple events ranging in size from 100 to 30,000 attendees and a professional staff of five managers and 30 employees. Ensured all departments received accurate operational instructions and plans for execution for locations in Dedham, MA, and Twinsburg, OH. Managed forecasting, outside exhibitor and attendee registration, membership, budget requirements, operations, and monthly P&L.

- **Developed and implemented annual operations budgets of \$700K** and support documents for operational cost savings and accountability measures
- **Prepared and delivered written and oral communications** during weekly roundtable meetings to review upcoming events, brainstorm, and share status reports.
- **Project leader for system migration of 30 events** from previous registration platform to Reg.net system.
- **Developed and executed a series of focus workshops with cross functional teams**, resulting in increased team initiatives, performance, communication flow and improved morale.
- **Administrative functions included creation of all job descriptions, performance objectives, hiring & training, payroll, scheduling, performance coaching & counseling** for staff.
- **Assisted with on-site services**, including training seminars and the management of 30 temporary staff

DALLAS MARKET CENTER, Dallas, TX

1991-2007

**Vice President Market Services ('98-'07); Director of Market Services ('96-'98); Banquet Manager ('91-'96)**

Provided buyer registration, operations, and transportation oversight, and assisted in conference and event planning details for the largest wholesale trade facility in the country. Directed a staff of 21 full-time and 100+ part-time employees and an annual budget of more than \$2 million. Planned and executed corporate and private events. **Recipient of President's Award**

- **27% reduction in overtime expenditures** through staff training programs.
- **\$5 million in sales achieved through the creation of a Travel Department**, consisting of nine full-time staff members.
- **\$30K in annual savings** through a re-organization of transportation expenses.
- **Implemented an online travel reservation system** and housing management application to provide for an easy and efficient reservation process.
- **\$15K in new revenue through creation and implementation of a curbside baggage check program.**
- **21% increase in departmental revenue projections** during tenure as Director of Market Services.
- **Designed and instituted the structure and functionality** of transportation, travel, registration, and call center departments.

HARVEY HOTELS, Dallas, TX *Banquet Manager*

1988-1991

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## EDUCATION & SKILLS

**BA in Communications** - Stephen F. Austin State University, Nacogdoches, TX  
Completed Management Essentials Workshop & Project Leader Training (2007-2008)  
*Skills:* Microsoft Office Suite, Attendance Enterprise, Concur Expense Reporting