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- **Dedicated customer service with 20+ years of experience** in Flexographic & Offset printing
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### Areas of Expertise

*Customer Service Management  
Complaint Handling & Resolution  
Billing & Estimating*

*Customer Satisfaction Enhancement  
Front-End Supervision  
Sales & Margin Improvement*

*Teambuilding & Training  
Cost-Reduction Strategies  
Order Fulfillment*

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### Professional Experience

The DiTech Group — Pennsaukin, NJ 2/08 to Present  
Specializing in Steel Rule Dies, Design, & Flexographic Plates

**Customer Service Representative,**

- Handle local & National accounts.
  - Process incoming orders from start to finish.
  - Quote incoming orders.
  - Exemplify the second-to-none customer service delivery for which DiTech is nationally renowned in all interactions with customers.
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SGS International — Philadelphia, PA 9/86 to 10/07

**Customer Service Representative,** 1999 to 2007

**Previous Positions: Platemaking, Stripping, Quality Control,** 2<sup>nd</sup> Shift Foreman, 9/86 to 1999

Advanced to increasingly responsible positions, culminating in management role with oversight for a full-service night shift. Managed 18 employees.

Helped transform operation that was posting annual sales of \$800K+ in profits within one year to 10 million in one year. Met or exceeded all sales targets despite increased competition.

- Helped introduce training programs that enhanced employee performance and helped build a motivated workforce.
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### Education and Training

Father Judge High School — Philadelphia, PA 9/77 to 6/81