

John J. Sample

3158 Any Road; Anytown, MI 48000

248.555.1212; Johnsample@prodigy.net

Objective

An opportunity to use my experience in customer service and account management in a SAP environment

Qualifications

I have over twenty years of experience in customer service and account management. I also have an in-depth understanding of launching products and board administration as well as all aspects of product training. I believe that my years of diverse experience with the Commerce One Software would enable me to make an immediate contribution in a SAP environment.

Accomplishments

- Took over a \$40,000 per month automotive account as the account executive to the executive campus
- Generated a savings of \$4,800 per month by assuming management of the Helpdesk related to b2b Buyer
- Structured the entire Buying Organization using Commerce One Software
- Reduced call times at Extended Warranty Helpdesk by 65% developing the program Toolbox
- Promoted to administrator for the \$1billion dollar per year Buying Organization for Riteformat

Work Experience

Riteformat Printing Services ▪ Anytown, MI ▪ June 2011 – Present

Account Manager to the Executive Campus

I am managing our company's largest account with XYZ automotive Company which generates \$40,000 per month in sales and requires a significant amount of interaction with the client. I am responsible for all aspects of the account management function including board meetings and reports, problem resolution, new product introduction and client training sessions. One example of this is that since Riteformat acquired Advanced Document Services, we have recently added offset printing to our digital printing platform. I am handling the new product rollout including implementation, internal training, troubleshooting and management reporting.

Advanced Document Services, LLC ▪ Anytown, MI ▪ June 2007 – January 2011

Production Manager, Document Solutions Division

I managed the day-to-day operations of a \$2 million per year electronic printing facility which included the oversight of all aspects of document production, resource management and cost containment. This included training employees in all aspects of the electronic print production process.

Riteformat Printing Services ▪ Anytown, MI**Tier Two IT Support Rep / Production Manager ▪ Riteformat ▪ Utica, MI ▪ October 2005 – June 2007**

I was the on-site, Tier Two IT Support Rep handling the problem issues that were not able to be easily resolved by the first line phone support. The fact that I was on-site enabled us to significantly increase the efficiency of the call center by reducing call times and the need for call backs. From this position, I was promoted to the Production Manager where I supervised 35 graphic designers, computer programmers and print production personnel. A large part of this job involved reducing costs by selectively eliminating personnel and maximizing production output.

Systems Analyst ▪ Riteformat Printing Services ▪ Anytown, Michigan ▪ July 2003 – October 2005

The largest part of this job was the administration and maintenance of the Enterprise Buyer Desktop Software which was a component of the Commerce One System. This included creating and maintaining the total Riteformat Buying Organization as well as the maintenance of the end user and supplier groups. I created ISO compliant work Instructions related to the administration of the Buying Organization. Another aspect of this job was working with the development team to create and improve the Commerce One System. I developed new processes including the transition from a paper-based system to an on-line system. During this time, I served on multiple process improvement teams and worked to improve the helpdesk functions. Lastly, I worked directly with the purchasing department to determine system compatibility, launch new product lines and train the employees how to use the software.

IT Project Manager ▪ Advanced Document Services ▪ Anytown, Michigan ▪ June 1999 – August 2003

I had risk management and budgetary responsibility for a wide variety of new product development as well as maintenance projects. This also included facilitating internal and external meetings related to projects, monitoring the on-time completion of projects and overseeing development, testing and product launch activities.

Production Planning Manager ▪ Advanced Document Services ▪ Anytown, Michigan ▪ June 1998 – June 1999

I scheduled every job produced by Riteformat DDS which included all planning, pre-production and production relate issues. I coordinated realistic delivery dates for completion of the jobs, place orders for unusual items required by the job and improve workflow by contacting vendors directly to coordinate all outside supplier services.

Customer Service Representative ▪ Advanced Document Services ▪ Anytown, Michigan ▪ August 1997 – June 1998

I acted as a liaison between the clients and business which included creating job tickets, reviewing electronic files and correcting errors prior to production as well as coordination of project with the production staff. This job also entailed placing orders for materials, purchasing outsourced goods and tracking projects from placement through completion.

Custom Speed Print ▪ Anytown, Michigan ▪ August 1986 – August 1997

Store Manager

I ran a store with over \$1,000,000 in annual sales of which over \$400,000 per year was from accounts for which I had personal responsibility. I managed all aspects of the business from supervising production, handling client relations issues, balancing the books both daily and at month end and preparation of bank deposits.

Customer Service Representative

I was promoted to this position from pressroom supervisor to this position. I maintained and grew the customer base for the company. I took customer orders, entered job work requests and coordinated the completion of projects with the production staff.

Pressroom Supervisor

As a supervisor, I scheduled jobs, managed print production, quality control and customer relations activities.

Assistant Production Manager

I ran all aspects of a small services business which included print production and employee training in both electronic and offset print production.

Education

- Commerce One ▪ Completed 120 hour Buy Administration EBD 2.0 software training course
- The Project Management Institute ▪ Information Systems Project Management
- State University ▪ Completed coursework in Psychology
- Sample Community College ▪ Completed Coursework in General Education