

THERESA MOHAR

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Dedicated and dynamic professional possessing a proven track record of superior performance, seeks to utilize knowledge and expertise in problem solving, customer service, and resource coordination to support critical initiatives within a progressive organization.

SUMMARY:

- **Resource Coordination** Possess a proven ability to anticipate unique requirements or potential roadblocks in all situations. Continually develop back-up plans to minimize risk and deliver exceptional results; streamline communication and implementation channels to quickly/effectively meet client and organizational needs.
- **Relationship Management** Highly experienced in assessing true needs and expectations, building lasting professional relationships. Grow and deepen strategic partnerships to achieve mutually beneficial outcome.
- **Operational Optimization** Effectively manage diverse tasks, with varying degrees of complexity, within a wide range of environments; evaluate situations, assess emergent needs, and implement solutions in a prompt and efficient/effective manner.

RELATED EXPERIENCE: **Nortech Systems, Inc., Wayzata, Minnesota** September 2014 to April 2015
Senior Account Representative

Highlights

- Ensured customer orders were created and processed following contract review.
- Generated, tracked, and followed up on quotations with clients in proscribed time frame.
- Responded to key customer requests and handled high-level customer issues.
- Worked as a liaison with various teams and facilities to expedite and/or track customer orders and needs, and generated correspondence to secure additional customer information to resolve customer disputes.
- Customer Relationship Management Tool administrator for Salesforce.com.

Highlights

Phoenix Electronics, Inc., Crystal Lake, Illinois 2012 to 2014
Executive Assistant

- Generated, tracked, and followed up on quotations with clients in proscribed time frame.
- Processed, tracked, and updated all customer orders and assisted with job order creation.
- Generated and updated production schedule to ensure customer expectations were understood and informed teams of the finalized commitment.
- Purchased components, materials, supplies, and/or services as assigned.
- Generated, posted, printed, and distributed invoices.
- Handled all administrative duties for the company and reported directly to CEO.

Highlights

Equipment Depot, Elgin, Illinois 2011 to 2012
Rental Coordinator

- Processed orders and requests from customers and determined needs on a daily basis.
- Fulfilled customer orders to their satisfaction and according to company guidelines.
- Worked with Service Operations to ensure economical rental maintenance costs.
- Maintained accurate records and files.
- Worked with other departments to develop effective strategies to increase sales and gross profit in the Contractor division.

Highlights

Millennium Electronics, Inc., Crystal Lake, Illinois 2009 to 2011
Inside Sales Representative / Quotation Coordinator

- Prepared quotations for material pricing and labor rates and submitted to clients.
- Processed, tracked, and updated all customer sales orders.
- Handled customer concerns and issues.
- Gathered intelligence on clients, i.e. web site data, public financial statements, press releases, new articles etc.
- Recognized as Employee of the Quarter 2011.

Administrative Assistant

- For CEO and other Executives answered and managed switchboard, handled correspondence, scheduled travel, calendar management, planned meetings and events, created business documents, prepared presentations for company meetings, and handled teleconference communications.
- Handled numerous Human Resource duties including, payroll, recruitment letters/job postings, phone interviews/reference checks on new hires, and record keeping.

EDUCATION: **High School:** Graduate **Grayslake Central High School, Grayslake, Illinois (1998-2002)**
College: 92 Hours **College of Lake County, Grayslake, Illinois (2002 – 2004)**
Carroll University, Waukesha, Wisconsin (2004 –2006)

COMPUTER SKILLS: Familiar with Windows and Apple Operating systems and Internet based search.
• MS Word • Excel • Outlook • PowerPoint • Quickbooks • Microsoft CRM • Salesforce • Made 2 Manage
• Epicour Vantage • Infor Visual • Microsoft Dynamics (EquipSoft) • Various Proprietary Software