

# Cindy Schneider

## Service Delivery Project Specialist - INTRADO

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### WORK EXPERIENCE

#### **Service Delivery Project Specialist**

INTRADO - Longmont, CO - April 2013 to Present

Ensure excellent customer service is provided while working all projects/tasks with accuracy and in a timely manner.

- Simultaneously learned 80 new carriers on the Tier 2/3 team and the PS role within approximately 4 months on a 6 month training plan
- Complete daily tasks including multiple carrier in-boxes, DST, provide excellent customer service, assist with training and answering questions throughout the entire mobility team, provide timely conflict resolution, and attend meetings and training classes.
- Lead multiple conference calls throughout the week, while consistently achieving a green status rating on Intrado's level of customer service delivery.
- Create and track projects and individual tasks such as New Deployments, Hot Cut's, ESRK changes, SRAP swaps, special projects, and WOA tasks in order to continuously monitor timelines through DST and my Outlook calendar with limited supervision.
- I have uncovered training needs and lead pop-ups for the VZW/Sprint/Tier 3 teams, demonstrating my ability to work well as a team member, and taking a leadership role when appropriate

#### **Temporary Employee for Administrative Assistant/Office Manager Positions**

OFFICE TEAM - Commerce City, CO - February 2013 to April 2013

##### Responsibilities

Administrative Assistant for the Finance Department  
DPI Specialty Foods

#### **Store Manager**

Cricket Wireless - Commerce City, CO - April 2012 to January 2013

Supervise two Assistant Managers and up to fifteen full time & part time Sales Reps at two locations

- Daily office operations including payroll, customer service, profitability, inventory, cash handling, staffing, sales training, conflict resolution, customer service, and operations
- Set sales goals and measured the financial results of the sales team
- Number two in the company and number one in CO for financial survivability of our customers; which equates to providing excellent in-store customer service, conflict resolution, and retention
- Creative with sales generating activities outside of the store including businesses

#### **Store Manager**

STARBUCKS - Aurora, CO - June 2010 to April 2012

Supervise four shift supervisors and up to ten barista's

- Responsible for Profit & Loss statement stability, and ways to improve the P&L in store
- Set sales goals for team, and measured them daily, weekly, monthly for financial success
- Manage cash policies, payroll, scheduling, merchandising, and assist other stores as needed
- Increased sales 18% Year-Over-Year in 2011

- Increased and maintained customer satisfaction scores from 68 to 92
- Achieved 100% compliance on all financial scorecard metrics in fiscal year 2011

### **Insurance Agent**

FARMERSINSURANCE - Centennial, CO - July 2009 to May 2010

Business Agency owner

- Daily operations include prospecting, networking, overcoming objectives, and customer service
- Set appointments with personal and business clients for consultative sales presentations
- Increased and maintained a portfolio of personal and business clients

Selected Achievements:

- Converted from Reserve Agent to Career Agent in four months (goal is six months)
- Earned Blue Vase award for life insurance sales in two months (goal is three months)
- Top 10 in sales for district in first month as a career agent (Feb 2010)

- Owning my own business was a great experience, but I prefer the stability of a corporation

### **Retail Co-Manager**

WAL-MART - Lakewood, CO - September 2008 to June 2009

Direct day-to-day operations of retail store. Recruit, train, mentor, and manage team, ensuring delivery of outstanding customer service. Supervise fourteen Assistant Managers, and approximately 500 hundred employees. I provided coaching, mentoring, leadership, asset protection assistance, and a variety of other store duties including P&L, payroll, and forecasting

Selected Achievements:

- Achieved top store for 2008 in district 305

- Was laid off in June 2008 during budget cuts for developmental co-manager position

### **Retail Sales Manager**

AT&T Mobility - January 1998 to September 2008

Direct day-to-day operations of multiple retail stores; Recruit, train, mentor, and manage team, ensuring delivery of outstanding customer service. Promoted six assistant managers to store managers, and a dozen lead sales consultants to ASM's

Selected Achievements:

- Opened new retail locations from the ground up in the Stapleton re-development area
- Partnered with outside sales rep to bring in business clients to the retail store
- Developed outside sales activities to drive additional sales to new and existing locations
- Upgraded a retail store in Portland, OR and a store in Aurora, CO from sales of 400 new phones a month, to sales of 500+ a month within six months of taking over as manager. This was achieved through increased sales training, accountability, and outside sales tactics
- Positive Year-Over-Year growth at multiple retail locations. I successfully grew each retail location I managed by a minimum of 8% through sales training and accountability
- Participated in community programs including Boys and Girls Club of America, The Denver Hispanic Chamber of Commerce, and Junior Achievement. These activities generated incremental business and referrals
- First store manager in CO to lead a Hispanic Intensive Training Program which allowed for the store to have multi-lingual employees and marketing materials to increase sales in a largely populated Hispanic area

Retail Data Manager

Responsible for increasing the education and sales of data products and services within the retail channel

- Trained and coached CO Retail employees on data devices through data literacy programs

- Traveled to 23 stores to ensure Associates were experts on Data Devices
- Lead weekly Data calls for Rocky Mountain Region (37 stores in CO, UT, ID)
- Sales were up in region for Data devices by a minimum of 12% each quarter once the program launched
- Maintained relationships with numerous product vendors to increase sales

#### Assistant Sales Manager

Responsible for coordinating efforts to restore profitability and reputation of an under-performing location; Implemented new policies and procedures, including various initiatives designed to increase sales and client loyalty. Co-facilitated launch of new store; conducted new-hire training and orientation materials

- Oversaw two locations in different cities simultaneously
- Helped open a new retail location in Cherry Creek and close an underperforming store in Frisco
- Coached employees on lead generation and account management

#### Business to Business Direct Sales Representative

Participated in door-to-door lead generation to increase business of corporate customers

- Responsible for a ten zip-code territory in South Denver, Littleton, Highlands Ranch & Sedalia, CO
- Generated business by cold calling in person, over the phone, and through mailing flyers
- Maintained and increased business relationships with current customer base
- Total territory increase in revenue of approximately 17% YOY from 1998-1999

### **Level III Team Lead**

Target Stores - Boulder, CO - June 1993 to July 1997

I was the department supervisor responsible for all aspects of inventory, staffing, auditing, advertisement change-outs, and other required activities.

- Responsible for Jewelry, Cosmetics, and Accessories
- Responsible for ad sets, merchandise presentation, and department resets
- Total department increase of approximately 8+% YOY from 1996 to 1997

## EDUCATION

### **Masters of Science in Organizational Leadership**

Regis University - Denver, CO

2009

### **B.S. in Business Administration**

Metropolitan State College - Denver, CO

2001