

# Alisa D. Cowham

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## **Professional Summary**

I am a customer-centric professional with relevant experience and proven ability to exceed expectations in complex, demanding environments. I initiate and execute projects and programs with enthusiasm, creativity and leadership, employing strong communication and detail-oriented skills.

## **Skills**

- ☐ Customer and Personal Service
- ☐ Complex Problem Solving
- ☐ Critical Thinking
- ☐ Administration and Management
- ☐ Coordination
- ☐ Public Safety and Security

## **Specialties**

Microsoft Excel  
Microsoft Word  
Salesforce.com  
Field Service Lightning  
SAP

## **Certificates:**

Excel  
Sigma Project management  
Customer Service-Serving Internal and External Customers  
Project Management Foundations

## **Experience**

*Senior Professional Development Logistics Coordinator **March 2014-Present**  
Houghton Mifflin Harcourt Greenwood Village, CO*

Logistics coordinator for product and practice based accounts. Provided sales support for Sales Account Managers, Account Executives and consultants on closing of key deals in excess of \$1M at quota for high-volume Eastern, Mid-west and Western territories. Maintained consultant calendars and scheduled and hosted strategic planning conference calls. Documented all data in Salesforce, including detailed consultation notes regarding trainings and associated materials and expenses, ensuring successful trainings and events and accurate management reporting. Recognized for extremely quick fulfillment of last minute training requests; planned, communicated and equipped events in less than half the standard contracted time. Researched and reconciled hundreds of invoices through corporate transfer, between multiple invoicing systems. (MAS 200, SAP, Salesforce, Wane Analytics, Excel and Grid Buddy). Identified and resolved discrepancies that otherwise may have resulted in financial auditing issues.

*Co-Owner/Manager April 2009-November 2013  
Marshall Safety Corp.*

Co-owner and manager of operations. My duties included but not limited to: Maintained professional working relationships with over 62 clients and 15 employees. Identified and maintained clients expectations with logistics, scheduling walkthroughs, inspections and pay negotiations. Maintained scheduling and event calendars, booking travel and accommodations for employees that were working at off-site locations. Performed all payroll functions, such as maintaining timekeeping information and processing and submitting payroll. Updated paperwork and maintained documentation of attendance records, correspondence or other material.

**Education:**

Central New Mexico Community College General Studies  
PIMA Medial Institute Medical Assistant  
Cibola High School H.S. Diploma

**References:**

Jordan Balik Houghton Mifflin Harcourt 303.552.8748  
Diana Gruneisen- Countywide Mortgage 303.478.0974