

# Jessica Holowitz

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## *Seasoned Account Manager*

### Highlighted Accomplishments

- Consistently managed 30+ large accounts, in addition to hundreds of monthly retail customers
- Responsible for \$2M in annual accounts receivable
- Increased productivity 20% by selecting, and implementing job management software
- Lead training initiative and trained 20 staff members on job standards and software
- Established and managed account database, providing superior customer service, increasing repeat clientele by 30%
- Audited and monitored account receivable aging report, improved collected revenues by \$50,000 in 18 months

### Notable Skills

- Adherence to high customer service standards
- Skilled trainer and motivational leader
- Highly analytical
- Exceptional telephone etiquette
- Inventory and quality control
- Effective problem solver
- Advanced computer proficiency
- Filing and data archiving
- Database Management
- Articulate and well-spoken
- Excellent planner and coordinator
- Advanced clerical knowledge
- Social media savvy

### Experience

#### **Office Manager, Powder Coating Specialties**

Golden, CO — 2006-2013

- Handled busy multi-line phone system
- Ordered and maintained office and shop supplies
- Responsible for inventory control, sales orders, purchase orders, and processing work orders
- Formed and maintained excellent relationships with commercial accounts and retail customers
- Managed internal specifications for work orders
- Data entry for all purchase and work orders; and for shop floor, costing, and inventory software
- Serviced existing and new customer accounts and correspondence
- Provided clients with job quotes and monitored pricing accuracy
- Monitored and ensured quality control on retail and commercial jobs
- Scheduled shipping and receiving deliveries
- Implemented and maintained E2 Job Shop Tech software and trained employees in use
- Designed and maintained company website and social media accounts
- Planned company events and parties

- Used Quickbooks and Microsoft Excel on a daily basis
- Solved unresolved customer issues and provided an elevated customer experience to generate a loyal clientele
- Processed daily invoices and billed renewed invoices to clients
- Maintained cleanliness and presentation of stockroom and production floor

### **Chemistry Laboratory Technician, Surtek, Inc.**

**Golden, CO — 2004-2005**

- Conducted quality control tests and directed test procedures
- Organized lab test solutions, compounds, and reagents
- Calibrated and troubleshoot laboratory instruments
- Recorded test results using a variety of chemistry-specific software programs and spreadsheets
- Operated wet methods and instrumentation analysis
- Accurately inventoried lab chemicals and supplies
- Operated and maintained analytical instruments such as FTIR, GC, and Calorimeter
- Maintained technical records and prepared reports and presentations of data
- Data collection and data entry
- Performed qualitative and quantitative analyses
- Performed a variety of tests including titrations and viscosity

### **Education**

#### **University of Colorado; Boulder, CO**

**Bachelor of Arts and Sciences - Chemistry - 2002**

#### **Golden High School; Golden, CO**

**High School Diploma - 1998**

### **Software Proficiency**

- Microsoft Excel, Word, Outlook
- Microsoft Access (Database)
- Quickbooks
- E2 Shop Tech