

# Iva Welschmeyer

## **Account Representative**

Longmont, CO 80503

[ivarae191@gmail.com](mailto:ivarae191@gmail.com)

(720)380-1847

#readytowork

Willing to relocate to: Texas

## Work Experience

---

### **Account Representative**

BI Inc - Boulder, CO

February 2014 to Present

- Manages 23-field service offices statewide for the Colorado Department of Corrections. This includes training on a bi yearly basis on EHM/technology. I also train customers in various agencies on the hardware basics of their own contracts. In addition, coordinates inventory with separate Parole offices.
- Maintain communications with both installer offices and customer in training in hardware and software for EHM equipment, along with program health.
- Regulates all training for installer offices to better assist customer needs.
- Assists with both regional sales teams' members on training for a greater emphasis on EHM equipment.
- Manages and coordinates all customer inquiries in reference to equipment.
- Run reports through the WISE within the Colorado Department of Corrections to ensure not only inventory is taken care of, but to improve customer complaints on equipment.

### **Order Entry Specialist**

BI Inc - Boulder, CO

July 2012 to 2014

- Maintained customer service with order entry on both EHM contracts and direct accounts.
- Placed orders for customers nationwide in a timely matter.
- Followed up with numerous accounts to ensure all areas of business where done in an effective time frame.
- Overseen billing with customers to effectively communicate all areas of business where conjunction to contracts.

### **Material Expeditor-Manufacturing**

BI Inc - Boulder, CO

November 2010 to July 2012

- In charge of inventory within BI's manufacturing for both monitoring and direct customers.
- Maintained and improved inventory to bring losses down to a minimum.
- Insured that all material transactions where done within the operating system where inputted correctly and in a timely matter.
- Followed up with staff on processes that needed improvements on material transactions.

- Overseen billing with direct customers.

### **Temporary Staff Member**

ATR-Staffing - Boulder, CO

November 2008 to 2010

- Hired on by ATR staffing as a temporary staffing member for BI Inc., for manufacturing.
- Placed in charge of final testing for EHM equipment, along with overseeing production quality assurance.
- Team leader for team building and improving manufacturing processes.

### **Program Inventory Manager**

IDC-Thoron Colorado

December 2006 to November 2008

- In charge of \$5,000,000 worth of inventory for customers in within a warehouse.
- Maintained and managed customer-billing questions.
- Established customer relations ships

## Education

---

### **BA in Psychology BA in Criminal Justice in Psychology BA**

University of Colorado Denver - Denver, CO

2016 to Present

### **Associate of Arts in Psychology in management**

University of Phoenix

2014 to 2016

## Skills

---

- Conflict management (4 years)
- Contract management (5 years)
- customer service (6 years)
- Inventory (10+ years)
- Project management (5 years)
- RECEPTIONIST (5 years)
- training (5 years)
- Customer Support (10+ years)
- Customer Care
- Call Center (5 years)
- Computer Networking
- Field Service (5 years)
- Order Entry
- Operating Systems
- Process Improvement
- Quality Assurance (4 years)
- Microsoft Windows (7 years)
- Strategic Planning (2 years)

- Manufacturing (4 years)
- Program Management (5 years)
- Account Management (5 years)
- Databases
- Logistics
- Negotiation
- Microsoft SQL Server
- Active Directory
- Help Desk (4 years)
- Microsoft SharePoint (5 years)
- Technical Support

## Military Service

---

**Branch: Army**

Service Country: United States

Rank: PV4

## Additional Information

---

### Key Skills

- Business and employee management
- Customer service
- Hardware and installation training
- Inventory management
- Contract management
- Project management
- EHM equipment and service knowledge
- Conflict management