

Pam Martin

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Authorized to work in the US for any employer

Work Experience

Designer

Ballard Designs - Oak Brook, IL

October 2018 to April 2021

I am a full service designer, assisting clients with their projects by either in store consultations or in - home consultations.

Working with clients through space planning, creating floor plans and presentations to include all aspects of designing their space from furniture to drapery, accessories, flooring etc.

I use power point and other space planning software in my presentations to the client.

Design Consultant

Arhaus - Schaumburg, IL

October 2016 to October 2018

I assist clients with their room layouts and furniture selections through designing floor plans, mood boards and home consultations

As a design consultant I assist people in making selections of Arhaus furniture to improve their living space.

I am knowledgeable about our products and convey this knowledge to the client in order to help them in their purchase.

Some of my other duties are keeping the showroom looking inviting, tagging product, running sales reports, closing the store at night and maintaining files on customer wish lists to offer exceptional customer service. I am also involved with the pick up and delivery aspects of our products by working with the warehouse staff on a consistent basis to assure a pleasant experience for our customers from start to finish.

Co-owner

Modasi - La Grange, IL

November 2011 to December 2016

I owned a small boutique with my daughter.

I was in charge of all financial aspects, including but not limited to, managing finances, payroll, ensuring vendors received payment and managing day to day operations.

I was also a buyer, selecting the proper products for our customers using my keen eye for quality and unique products.

Maintained visually appealing and effective displays for the entire store.

Processed shipments and maintained organized stock

Recruited, hired, developed and retained retail talent for the company

Delegated work to employees based on shift requirements, individual strengths and unique training.

Placed special merchandise orders for customers
Kept the showroom clean and maintained neat and orderly product displays
Kept current on market and product trends to effectively answer customers needs
Received and processed cash and credit payments for in-store purchases.
Maintained friendly and professional customer interactions.
Managed a team of 10 employees concentrated in customer service and current fashion

Owner/Manager/Buyer

Celtic Design Co - Orland Park, IL
December 1997 to November 2011

I oversaw all aspects of the business and its operations from buying, sales, financial administration, merchandising, inventory, training and customer service.
I was buyer for the business and sought new and innovative products through buying trips abroad and trade shows as well as a constantly seeking out new vendors and suppliers.
Maintained visually appealing and effective displays for the entire store as well as window dressing.
Processed orders and shipments and maintained an organized inventory
Recruited, hired and developed retail associates for the company.
Placed special merchandise orders for customers.
Kept current on market trends and products.
Received and processed all cash and credit payments as well as bank deposits
Maintained a friendly and open atmosphere with customers.
Managed a team of 15 employees and three stores in different suburban locations
Through my efforts, I successfully operated and grew the store into a thriving business, which opened and operated several locations.

Construction Crew Manager

Home Builder - Orland Park, IL
February 1992 to December 2000

I was in charge of managing the day-to-day operations of a construction crew.
I was also responsible for building relationships with clients and vendors, and promoting our reputation for stellar customer service with current and potential clients.
Helping client select finishes for tile, cabinetry, flooring and floor plans
I was involved in virtually all aspects of the home building process from start to finish.
Managed the sales office including work orders, waivers, and all clerical aspects of home building
Bookkeeper, Office Manager

Bookkeeper/Office Manager

Redmond Bros. Const - Orland Park, IL
May 1984 to December 1997

I managed the payroll for several employees, quoted and bid jobs and executed quarterly financial reporting on multiple properties.
I researched and resolved collections and billing disputes with tact, professionalism and efficiency.
I was in charge of sending paychecks to vendors and suppliers on a bi-weekly basis and maintained accounts receivable documents in both digital and paper form.
I also processed bank reconciliations and financial reports to verify practice of proper due diligence.

Education

Certification in Design in Interior Design

Interior Design Institute

Bachelor of Arts in Business

Institute of Technology - Carlow