

Steve Core

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Account Manager with 15+ Years' Experience;
Providing Thorough and Skillful Support

Successfully built and managed a large-scale, nationwide, client base; producing more than \$8 million annually in sales revenue. Accomplished at analyzing client data and achieving goals by providing sound leadership in project management. Resourceful negotiator that can be relied on to make sound decisions in a fast paced environment.

SKILLS AND QUALIFICATIONS

- Account Management
- Sales Support
- Marketing
- Project Management
- Scheduling
- Estimating
- Accounting
- Data Entry
- Quality Assurance
- Cost Control
- Purchasing
- Vendor Relations
- Shipping
- Inventory Management
- Multi-Tasking
- Communication
- Critical Thinking
- Conflict Resolution
- Negotiation
- Team Leadership

WORK EXPERIENCE

Sr. Account Manager Publication Printers Corporation

12/2004 – 08/2018

Denver, CO

Commercial Web Printing and Direct Mail Services (Magazines, Catalogs, and Books)

Achievements/Tasks

- Sales support - assisted with marketing campaigns, closing sales, and on-boarding new clients.
- Point of contact and liaison between customer and internal teams.
- Worked proactively with the accounting department on account set up, credit lines, and billing.
- Responded timely and accurately to customer requests; processing orders and obtaining schedules and cost estimates.
- Created internal work orders and vendor PO's per customer specs and expectations.
- Arranged distribution of finished products via freight, direct mail, and fulfillment services.
- Researched and documented errors and complaints. Reported findings back to upper management and sales team.
- Worked closely with client's to resolve conflicts and negotiate a satisfactory solution for both parties.

Shift Supervisor (1996-1999) - CSR/Account Manager (2000-2004) Mountain West Printing

09/1996 – 10/2004

Denver, CO

Commercial Web Printing and Direct Mail Services (Magazines, Catalogs, and Books)

Achievements/Tasks

- Team Leader - recruited, trained, and motivated team members. Implemented a corrective action plan when needed.
- Produced work orders and daily production schedules. Delegated tasks and duties.
- Researched and documented complaints and errors. Reported findings back to upper management and sales team.
- Purchased materials and supplies. Oversaw maintenance and repairs of equipment.
- Sales support and point of contact for clients and internal teams.
- Responded timely and accurately to customer requests; processing orders and obtaining schedules and cost estimates.
- Created internal work orders and vendor PO's per customer specs and expectations.
- Arranged distribution of finished products via freight, direct mail, and fulfillment services.

EDUCATION

Business Administration and Management California State University