MARGARET WALLACE

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OBJECTIVE

To engage in a challenging leadership position applying exceptional problem solving, decision making, application support, and customer relation skills with a creative, technology-driven organization. To achieve optimum utilization of its resources and to ensure repeat revenue growth in an environment that encourages innovative thinking, world class customer support, and career development.

EDUCATION

University of Colorado, School of Business

Expected Graduation May 2013 ♦ Information Systems, Enterprise Technology Management ♦ Master of Science

The Pennsylvania State University, College of Liberal Arts

December 2005 ♦ English, Emphasis Rhetoric & Persuasion ♦ Bachelor of Arts

BUSINESS EXPERIENCE

ACCOUNT EXECUTIVE ♦ Sept 2012 – March 2013

The Active Network – Broomfield, CO

♦ Convert qualified leads to accounts and booking customers

♦ Facilitate training and implementation services to customers with The Active Network's software

♦ Manage timely communication and follow ups with accounts and with leads

♦ Present public and private product demonstrations

♦ Gather business requirements and assess the suitability of the software to meet needs

♦ Meet and exceed quarterly sales goals

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♦ Quickly ramped up in a sales role and met or exceeded revenue goals consistently

CLIENT APPLICATION SPECIALIST ♦ *DEC 2011 – Sept 2012*

The Active Network – Boulder, CO

♦ Provide application level support to clients with The Active Network's software

♦ Facilitate training and implementation services to customers with The Active Network's software

♦ Manage phone email and web support to customer base to ensure smooth operation of the software

♦ Recommend and perform remedial actions to correct problems

♦ Advise clients of alternate methods of solving issues and recommend specific solutions

♦ Track updates, status, and completion information in problem request tracking system

♦ Assist in the editing of training materials and manuals

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♦ Quickly and efficiently learning Active Network software and related applications.

♦ Promoting interdepartmental relationships within the office.

CLIENT SUPPORT SPECIALIST/DISTRIBUTION MANAGER ♦ *NOV 2008 – Sept 2011*

Mountain Design & Publishing – Nederland, CO

♦ Manage web development and design projects, achieving targeted levels of profitability.

♦ Coordinate projects among sales, design, and production teams to deliver projects on time and to client satisfaction.

♦ Provide superior account and technical support for clients via phone, email, and in-person communication.

♦ Communicate effectively with clients as to the progress, position and financial status of projects.

♦ Delegate project tasks and monitor resources to ensure strategic planning and optimum process efficiency.

♦ Establish and maintain clear project scope, complexity and client expectation with teams.

♦ Compile project cost estimates for approvals and provide updates and completion info for managers.

♦ Adhere to corporate project process including use of CRM and accurate filing/archiving of all project materials.

♦ Monitor and control client project financials through invoicing, budgets, and change orders.

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♦ Championed server filing business process redesign project from inception to implementation & training.

♦ Identified and led custom submission process redesign project from inception to implementation.

♦ Performed cost analysis on depreciated assets and budgeted for upgrades and replacements.

♦ Identified opportunity for significant cost savings measure in billing distribution cycle.

CLIENT & PROJECT SUPPORT SPECIALIST ♦ MARCH 2006 – SEPT 2009

The Student Planner – Denver, CO

♦ Coordinated notifications across sales and production to ensure client satisfaction and to beat deadlines.

♦ Managed support for an average 120 clients per day via in/outbound calls, emails, and voicemails.

♦ Collected and compiled daily reports on shipping, production, and service issues.

♦ Facilitated and documented all client interactions utilizing CRM system.

♦ Verified accurate submission of custom content information and custom material.

♦ Executed a broad range of administrative duties as needed.

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♦ Identified opportunities to increase sales revenue in a client product support role.

♦ Identified the need for client support with online custom content submission process.

♦ Led a series of training sessions for members of sales team in technical client support.

SKILLS

♦ Rapid Assimilation of Information

♦ Structured/Analytical Client Issue Resolution Capabilities

♦ Proven Client Support & Service Orientation

♦ Exceptional Written and Verbal Communication skills

♦ Ability to Quickly Understand New Software

♦ Thorough Knowledge of Windows Operating System Software

♦ Troubleshooting Application Issues

♦ Strong Organizational Skills

♦ Ability to Learn Quickly and Work Independently

TECHNICAL SKILLSET

♦ RegOnline Event Management Software ♦ Oracle OnDemand CRM ♦ Microsoft Windows Operating System Software ♦ Microsoft Office: Excel, Outlook, PowerPoint, Word, Publisher, Project, and Visio ♦ CRM: Goldmine, ACT by Sage ♦ Windows OS: XP, Vista, 7, Server ♦ Macromedia Dreamweaver MX ♦ Photoshop CS4 ♦ InDesign CS4 ♦ Adobe Illustrator ♦ Quickbooks Enterprise v11 ♦ Quickbooks POS