

Laureen (Lauri) DiCandito
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Objective: To obtain a long term position that will use my organizational skills and work experience in a challenging growth oriented company while providing quality consistent support to customers and co-workers.

I am a highly enthusiastic professional who can apply my knowledge, skills and abilities in a new work environment. I am very detailed oriented motivated and a self-starter to bring what I have to offer to the work place. I Enjoy working with colleagues to foster relationships and reach problem resolution.

Professional Experience

Air Comm Corporation – Boulder/Westminster CO

October 1997 – January 2016

During my 18+ years of employment at Air Comm Corporation an industry leader in environmental control systems (i.e. heaters and air conditioners) for helicopters. I was provided with many opportunities to advance within the company. During my tenure I worked and assisted multiple departments expanding my knowledge in all areas of the business industry.

Customer Service/Sales

- Contract Review and Negotiations
 - Government Contracts and Commerciality Reviews (24 contracts in 2014/2015)
 - Negotiated and/or Finalized Long Term Agreements (LTA's) with the two top ACC customers – Bell Helicopter Textron and Sikorsky Aerospace
 - Purchase Order Reviews on Terms and Conditions
 - Sales quotes and negotiations to include quantity discounts
- Point of Contact and Portal Administrator for major customers (i.e. Bell Helicopter Textron, Sikorsky Aerospace, Air Methods Corporation etc.). I became proficient in the company's systems to administer requests for quotes, shipping and invoicing for products and purchases.
- Sales Reporting for Upper Management and Operations Team
 - Prepared daily, monthly and yearly reporting sales charts and spreadsheets to report to the Operations Team and Upper Management
 - Formulated system and spare parts forecasting and publishing of monthly, yearly and long term forecasts
 - Performed pricing evaluations on systems and spare parts
 - Created and updated system price books for both internal sales personnel and our external customers
- Processed and released system and spare parts orders to production and/or directly to procurement
- Developed cost reporting method for N/C (no charge returns from customers) items
- Managed and booked quarterly site visits to out of state customers

Engineering Department

- FAA (Federal Aviation Administration) Liaison
 - Submitted quarterly MDL (Master Drawing List) letters to FAA for approval on existing STC's (Supplemental Type Certificates) held by ACC
 - Submitted 8130-3 Conformity Reports on behalf of the company DMIR
 - Processed "Foreign Validation" requests for International customers that require approval from the FAA to install the ACC system in their Country.

Front Office/Accounting/Shipping

- Answer, screen and route multiple incoming calls to appropriate departments
- Created Administrative Departmental Procedure Manual
- Managed office supplies inventory and ordering
- Handled yearly freight negotiations to increase discounts with Federal Express and UPS
- Maintained Accounts Receivable collections above 93% overall
- Audited Expense Reports and submitted to the accounting manager for approval and reimbursement to employees
- Created Credit Memos for items returned for warranty once approved by the Service Department

Education

- Graduated Fairview High School 1977, Boulder Colorado
- September 1977 – June 1979 Front Range Community College, Westminster CO – completed Junior year in Business Management

Certifications

- Excel Intermediate Training – 2015
- Excel Advanced Training – 2015
- Wide Area Work Flow (WAWF) – 2009
- AES Certification (Automated Export Systems) – 2005

References available upon request