

PARTIAL LIST OF
COMPANIES SERVED

*Argonne National
Laboratory*

*Oblon Spivak
McClelland Maier &
Neustadt*

*Emalfarb Swan
& Bain*

General Motors

Ford Motor Company

Chrysler Corporation

*General Motors Electro-
Motive*

Freightliner

*Case International
Harvester*

*Allison Engine
Corporation*

Allen-Bradley

Wagner Brake

Mercury Marine

Briggs & Stratton

*Toshiba America
Consumer Products*

Cherry Corporation

Oral-B

Molex Inc.

Midwest Sheet Metal Co.

Harley-Davidson

CAREER PROFILE

- Experienced and multi-disciplinary problem solver of matters involving technology, marketing, economics, and management.
- Versatile and highly creative team player with strong computer knowledge and excellent communication skills.
- Computer application specialist with proven track record of increasing organizational efficiency and effectiveness.
- Mechanical engineer with MBA and 10 years of high-end manufacturing and 8 years of database experience.

CAREER HIGHLIGHTS

BUSINESS ANALYSIS

- Identified industry trends and performed competitive analyses based on trade journals, conferences, and consultations with industry professionals.
- Wrote strategic business plans based on:
 - Organization's competitive advantages.
 - Current industry opportunities.
 - Expected opportunities based on anticipated customer needs.
- Presented formal strategic business plans to Executive Committees as written reports and oral presentations.
- Created sales forecasting tools using industry indices and mathematical models.

MARKETING

- Managed all marketing communications, such as advertisements, flyers, brochures, promotional e-mails, press releases, and web sites. Managed budgets when applicable.
- Segmented all customers and created strategies for each.
- Conducted independent market research to refine customer segments and identify emerging industry trends.
- Performed marketing ROI analyses.
- Developed sales justifications for capital goods purchases.
- For trade shows, managed all personnel, functions, and logistics.

COMPUTER APPLICATIONS

- For a small legal services firm, reduced billing processing time 80%, which led to a 100% increase in revenue.
- For a lien and bond placement firm, reduced new case processing time 67% and error rate 83%.
- For a medium-size law firm, reduced file retrieval time 50% with a 20% staff reduction and much higher reliability.
- For an automobile parts manufacturer, reduced quality control inspection time 93%.

CAREER HIGHLIGHTS (CONTINUED)

TRAINING

- Trained new users of quality control software. Emphasized user's specific needs and relevant engineering standards.
- Hosted staff seminars on new software applications. Emphasized changes to organization's everyday operations.
- Trained sales staff on new products and developments.

COMPUTER SKILLS

Highly proficient with HTML and all Microsoft Office products (Word, Excel, Access, Outlook, and PowerPoint).

Proficient with Microsoft Project and Visual BASIC.

EDUCATION

MBA with Strategic Management Specialization 1999

Graduated with Honors

GMAT Scholarship Recipient

Stuart Graduate School of Business; Chicago, IL 1990

BS in Mechanical Engineering

Virginia Tech; Blacksburg, VA

EMPLOYMENT

Database Analyst & Programmer Apr 1992 – Present

Daphne Hammond & Associates; Arlington, VA (As Needed)

Manager on Duty Sept 2003 – Present

Sport & Health – Crystal City Gateway; (Part Time)

Arlington, VA

Computer Consultant Sept 2002 – Aug 2003

Jacobson Holman; Washington, DC (Term Position)

Database Analyst / Marketing Manager Sept 2001 – July 2002

National Lien & Bond; Highland Park, IL

Marketing Manager Oct 1999 – Apr 2001

Yamazen Inc.; Schaumburg, IL

Quality Assurance Specialist Apr 1996 – June 1997

Molex Inc.; Lisle, IL

Quality Applications Engineer June 1994 – Apr 1996

Brown & Sharpe; Elgin, IL

Applications Engineer January 1993 – June 1994

Brother Industries, Machine Tool Div.;

Elk Grove Village, IL

REFERENCES

Available upon request

AREAS OF EXPERTISE

Market Segmentation

Strategy Formulation

Business Analysis

Needs Analysis

Project Management

Database

Applications

Improving Efficiency

Improving

Effectiveness

User Interfaces

Training

Employee

Empowerment

Trade Show

Management

Total Quality

Management (TQM)

Continuous

Improvement

Initiatives