

## Marie Cioffi

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### OPERATIONS & ADMINISTRATIVE MANAGEMENT

#### **IMMEDIATE FOCUS:**

To secure employment with a progressive firm where my skills and experience in industrial operations, logistics, distribution and sales enable me to contribute to the organization's growth and profitability.

#### ***Core Competencies:***

<b>Superior Customer Service</b>	<b>Plant Logistics / Plant Relocations</b>	<b>Technical Specifications</b>
<b>Analytical Mind-Set</b>	<b>Supply Chain Management</b>	<b>Territory Management</b>
<b>Distributor Know-How</b>	<b>Relationship Sales</b>	<b>Strong Product Knowledge</b>
<b>Strong Leadership Skills</b>	<b>Congenial / Likeable Disposition</b>	<b>Cost Containment</b>

#### **RELEVANT EXPERIENCE:**

3/96-Present Hagemeyer North America, Asheville, NC

*Hagemeyer is a B2B distributor whose global reach enables it to provide customers with products focused on the industrial, safety, electrical and MRO markets.*

#### **Operations Manager (2003-Present)**

- Gained rapid recognition earning promotions and advancing to more responsible management positions in the following sequence: Management Trainee to Sales Representative ultimately leading to the present position of Operations Manager.
- Manage warehousing, shipping and receiving functions within a 40,000sf industrial facility; currently managing a \$1 Million dollar inventory housed in the Asheville location.
- Recruit, hire, train, develop and supervise a team of 20 employees consisting of administrative support personnel, sales staff and logistics / warehouse workers.
- Product Line: Cutting tools, drills, conduit wire and cable, hearing and eye protection products, janitorial supplies and services. We are also a distributor of Rustoleum and Loctite as well as Thermo Fisher Tillson and Borg Warner Turbo equipment.
- In charge of a major plant relocation requiring advanced planning and coordination. Oversaw full management of storage and physical movement of all finished goods, components and equipment.

#### **Significant Achievements:**

- Chosen by management to be a member of a Six Sigma expense control team. **Outcome:** Successfully worked within budgeted freight dollars making necessary decisions to establish and maintain an excellent overall record of substantial savings.
- Appointed by a Vice President to serve on a Customer Service Improvement Team.
- Recipient of the Marksman Award for ranking in the upper quartile in profitability out of 60 North American divisions, 2005. Also achieved Finalist level for the HNA Cup (Most Profitable), 2007

#### **Account Representative (1997-2003)**

- Served two stints first in inside sales and subsequently as Outside Account Rep.
- Consistently brought in new business while continuing to service and provide solutions for existing accounts. Utilized cold call campaigns, as well as leads and professional networking techniques.

#### **Significant Achievements:**

- Ascended to **Top Performer** status exceeding revenue over budget by 10%.

#### **EDUCATION:**

**Bachelor of Science Degree, Business Administration, Western Carolina University, Cullowhee, NC**