

Dale V. Jacques
5604 Westlock Court
Greensboro, North Carolina 27407
(336) 297-1018
gdjacques@earthlink.net

PROFILE

Dedicated customer service professional in sales support management and personalized client service. Skilled in providing quality, highly customized service while maximizing sales productivity. Comfortable and confident communicating with people from diverse backgrounds and professional levels. Strong work ethic, high energy and enthusiastic. Successful working in a self-directed environment and as a member of a team. Possess excellent communications, planning, coordinating, training and leadership skills. Broad based background including medical devices and telecommunications.

EXPERTISE

Organized	Problem Solver	Effective Multi Tasker
Strong Communications	Inventory Reduction	Enthusiastic
Team Oriented	Detailed Oriented	Willing to Learn

PROFESSIONAL EXPERIENCE

Clearwire, Greensboro, NC - Wireless High Speed Internet **2005-2009**
Market Support Representative, Triad, NC

Managed, gathered, processed and distributed information to all facets of the Market Sales office.

- Assessed and resolved incoming requests promptly and accurately. Provided quality service and support for equipment, coverage and any area related to the 16 person sales office.
- Sole point of contact and resource for customers, outside sales team and technical teams.
- Assisted in training of sales channels on operational processes and applications.
- Partnered with marketing department - coordinated, researched and attended local events, implemented monthly corporate marketing promotions.
- Supported the People Development organization with administration and recruiting coordination.
- Performed, managed and reconciled weekly inventory audits reducing inventories by 75%.

Guilford Technical Community College, Jamestown, NC – Work Force Education **2003- 2005**
Program Assistant, Quick Jobs Program

Coordinated services and supported the 20 Quick Jobs courses and community programs. Quick Jobs program addresses the needs of displaced workers and their desire to receive transitional training classes in less than 90 days and the demands of local businesses.

- Assisted potential students with information, registration and public awareness of Quick Jobs.
- Researched and communicated with businesses, partner organizations and instructors the value of the Quick Jobs.
- Recommended over 500 students to the Quick Jobs program based on individual response, desire, background and availability of class selection.

Xspedius Communications, Greensboro, NC – Telecommunications **2000-2003**
Service Coordinator/Team Leader

Coordinated telecommunications sales, with continuous support to 14 account executives and 1000+ customers. Trained sales department and 6 office personnel providing strategies to increase sales.

- Coordinated regional sales process, improving service delivery demands from 10 to 5 day delivery.
- Secured sales documents for accuracy, reduced calls or visits to customer.
- Finalized telephone and internet pricing, resulting in accurate accounting of bottom line.
- Developed strong customer relationships, obtained confidence, attention to detail and understanding individual customer needs.
- Developed and maintained daily and monthly reports for sales department.
- Established new employee training program, creating sales process awareness.
- Created and implemented training program for successful launch of new products.

VF Corporation, Greensboro, NC - Jeanswear**1997-2000****Replenishment Specialist**

Responsibilities included data entry of customer established product model, maintenance and satisfying customer requests based on inventory.

- Analyzed and developed customer inventory profiles by style and size.
- Provided support for vendor managed inventory.
- Created, reviewed and maintained replenishment reports on a weekly basis.
- Worked directly with 4 regional account executives and 15 individual retail buyers.

MEDTRONIC, Inc., East Rutherford, NJ - Cardiology**1987-1996****Customer Service Specialist, Eastern Region**

Provided full range of customer service for a major Fortune 100 healthcare company. Included order receipt/entry, extensive customer and sales force contact regarding inventory, pricing and invoicing.

- Coordinated employee training and development of 8 specialists, as customer service team leader.
- Informed and motivated colleagues to achieve goals, resulting in teamwork, independence and department consistency. Department and individuals received regional awards.
- Supported and coordinated all new and established procedures.
- Reduced excess field inventory by 30%, resulting in increased profits.
- Implemented guidelines to control field inventory.
- Achieved annual inventory management goals and received associated bonus compensations.
- Processed 100+ daily orders that included four diverse product lines.
- Processed orders for product, pricing, customer and shipping accuracy.
- Developed extensive product and data base knowledge.
- Contributed to the development of new order processing system.

COMMUNITY INVOLVEMENT

- Volunteered at Women's Resource Center as New Choices coordinator and workshop presenter.

COMPUTER SKILLS

Microsoft Office, Word, Excel, Power Point, Microsoft Outlook, Internet

EDUCATION

Bachelor of Science, Ramapo College of New Jersey, Mahwah, NJ

Major – Management Minor – Marketing

The Training Center, Greensboro, North Carolina

Microsoft Office Specialist Certificate of Training

HONORS

Medtronic Employee of the Quarter - 4 quarters

- Awarded for outstanding performance

Medtronic Customer Focused Quality Award – 1st Annual

- Recognized for meeting customer needs

Guilford Technical Community College -12 “Caught in the Act of Caring” awards

- Acknowledgement of exceptional attention toward students

Clearwire nominated “Clearly the Best”

- Nominated by Local, Regional and National Peers