

Gregory J. Axmacher

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SUMMARY

Management experience in Process and Quality Improvement, Banking, Call Center, Business and IT Project Management, IT solutions, Desktop Implementations, Customer Service and Retail.

- Ranked top rental store 5 consecutive years
- Automated Dialer Administrator
- Coordinated Team Volunteer Activities
- Call Center Manager
- Created Dialer Management Department
- Coaching/Training/Leadership

EXPERIENCE

AVERY DENNISON

Greensboro, NC

May 2009 – August 2009

Process Documentation Consultant

- Captured and documented Standard Operating Procedures for Lean Six Sigma Global Process Re-design Project.
- Documented all processes for the Global Project Team from the initial customer contact to delivery of end product to the customer including all sales, customer service, product development, manufacturing, purchasing, shipping and invoicing functions.
- Prepared Visio Process Maps for Functional Process Flow from the Global Team design and process meetings
- Wrote and edited Standard Operating Procedures from the Visio Process Maps. Combined all SOPs into Standard Operating Procedures manual to be used globally.

VOLVO INFORMATION TECHNOLOGY Greensboro, NC

May 2006 – March 2009

Project Analyst/Consultant

- Project Analyst at Volvo IT involved in migrating Volvo North America user clients from Novell Client to Microsoft Windows XP Desktop Client in several Volvo Business lines including Volvo Truck North America Headquarters and Volvo 3P (Greensboro, NC), Volvo Truck Plant (New River Valley, VA) and Volvo Construction Equipment (Asheville, NC and Goderich, Ontario).
- Created Global New User Desktop Guidelines outlining PC and Network Access and Application Use instructions.
- Project Analyst for Volvo 3P Business Unit on “Storage Busters” project to reduce the amount and expense of data storage .
- Interfaced between Volvo Customer Business Units and Volvo IT Project Manager to coordinate implementation of Microsoft desktop environment to all clients.
- Project Analyst for the integration of a Volvo Construction Equipment site in Shippensburg, PA acquired from Ingersoll Rand.
- Managed staging of client and computer object to prepare for migration to Microsoft Active Directory structure. Coordinated scheduling of users in 10+ Volvo divisions at over 30 sites.
- Served as a Project Lead for Shared Data migration to new Volvo Shared Data structure for Volvo Truck, Volvo Construction Equipment and Prevost Bus sites in North America and Canada.

Purchasing Analyst

- Received order requisitions, requested quotes and prepared purchase orders for Volvo IT Purchasing. Prepared quotes and POs using both Legacy Access Purchasing Database and Web-based Electronic Buyers Desk interface.
- Reviewed hardcopies of all supplier contracts on file. Prepared and loaded all contracts into VeSA online repository database.

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BANK OF AMERICA Norfolk, VA/Greensboro, NC March 1992 – August 2005

Business Analyst – Business Systems Integration

- Provided technical support for desktop applications and Database administration of Quality Call Monitoring application. Support Mosaix dialer, Concerto Dialer, Genesys, Witness applications. CTI Production Support for 40+ call centers.
- Managed of automated dialer in Greensboro, NC and Norfolk, VA to improve customer contact and reduce losses. Created centralized department for dialer administration to streamline processes.
- Implemented new Production Control Department in Norfolk and Greensboro to manage dialer systems, contact strategies and customer contact.
- Managed Credit Card Charge-off and Recovery portfolio and collections analysts responsible for significantly reducing losses and recovering charged-off accounts.
- Served as Project Lead for upgrade to Davox/Unison Dialer System. Responsible for Dialer System Administration and User Training.
- Implemented and managed automated dialer in Recovery Department.

BREWSTER GLASSMITH Virginia Beach, VA 1991-1992

Regional Manager

- Managed set-up and operations of seasonal kiosks for specialty gift retailer in New England territory.
- Responsible for store set-up, staffing, scheduling, sales and inventory for the territory.
- Exceeded seasonal sales forecast.

AARON RENTS, INC. Virginia Beach, VA 1984-1991

Store Manager

- Managed major home and office furniture rental company. Responsible for staffing, rental and sales, accounting, collections, inventory, warehousing, delivery and training.
- Achieved top performing store honors for 5 consecutive years.

MS GINNS OFFICE SUPPLY Hyattsville, MD 1982-1984

Collections Analyst

- Researched, reconciled and collected on corporate client past due accounts.

WESTINGHOUSE CREDIT CORP. Baltimore, MD 1979-1982

Inventory Floor Plan Auditor

- Audited inventory levels and collected payment for sold items according to financing terms.
- Reviewed and monitored credit worthiness of floor plan clients.

EDUCATION

BS, Finance/Business Administration

Pennsylvania State University University Park, PA 1975-1979

COMMUNITY ACTIVITIES

- Triad Business and Professional Guild Dining for Friends Events Co-Sponsor for Triad Health Project - 2004-2008.
- Team Bank of America Volunteer Network Vice President - 2002-2004
- Team Bank of America Network Treasurer - 2002-2004
- Bank of America United Way Fund Drive Co-Chair – 2003/2004.
- United Way Campaign Co-Chair for North High Point – 2004.
- Juvenile Diabetes Research Foundation Walk Team Chairperson for Bank of America - 2003-2004
- Bank of America Habitat for Humanity Fundraising Chair – 2003-2004