

JEFFREY M. MARKER

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SUMMARY

Fifteen years experience in customer service, computer networking, advertising, commercial photography, office and production management in both small and national corporations. Considerable strengths in organization, creative solutions, and customer relations.

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER

CAROLINA NETWORKS, INC. Greensboro, NC

2002-2010

Worked as the Operations Manager for Carolina Networks, a computer networking firm. Overall day to day management of all company positions and operations. Human resources manager. Duties included scheduling, purchasing, managing engineering department, answering client concerns, oversight of in house departments and computer repair.

Operations Manger

- Acted as dispatcher for a staff of 12 network engineers and administrative staff servicing a client base of over 300 clients, working as liaison between client and engineer. Promoted from dispatcher to Operations Manager 30 days after hire.
- Reduced in house costs in first 2 years by 20%.
- Responsible for the oversight and implementation of the accounting, engineering and parts department.
- Buyer of computer hardware and software for local client base with national firms such as Dell, Cisco, IBM and HP. Negotiated with external vendors for better pricing/packing options. Trained several employees in parts buying position.
- Coordinated logistical work flow between sales, parts, engineering and accounting.
- Developed and maintained numerous Excel spreadsheets to track cash flow and client hours.

PHOTOGRAPHY PRODUCTION COORDINATOR

VERTIS-THE LTC GROUP, Greensboro, NC

2001-2001

Worked as the production coordinator and as a customer service representative for The LTC Group, a division of Vertis, a national advertising company. Duties included organizing and implementing photography, tracking costs and billing.

Production Coordinator

- Provided management and support for production units in photography studio.
- Acted as liaison between administrative staff and production personnel.

- Designed and implemented centralized job flow structure to enhance production.
- Organized and oversaw national photography campaign for Wal-Mart, completing a major project in the required 6 day time frame.

Customer Service Representative

- Liaison between clients and sales force, coordinating with production staff.
- Developed and installed new networked photography order forms, saving time and confusion.
- Responsible for billing and invoicing client services.
- Provided information dissemination from clients and corporate offices.
- Entered and tracked all time cards, invoices, billing and expenditures on Datatrak, a national corporate database.

COMMERCIAL PHOTOGRAPHER

ALBION ASSOCIATES, INC., High Point, NC

1997-2001

Photographer

1998-2001

- Worked as photographer for national clients in both abstract and room-scene photography.
- Acted as lead photographer in showroom photography, coordinating with production staff.
- Acted as one of two photographers for major catalogue photography for the leading furniture manufacturer of Spain.

Head Carpenter

1997-1998

- Head carpenter and manager of carpentry staff, responsible for all room-scene construction.
- Designed and installed numerous safety and production systems.
- Manufactured and maintained electrical systems.

EDUCATION

Completed Foundations of Leadership program at The Center for Creative Leadership

Certified in A+ and Network + from IT Training & Solutions, Greensboro, NC

Successfully completed 2 Excel and 2 HR courses by Skill Path

Successfully completed courses in Excel and PowerPoint from GTCC, Jamestown, NC

2 years of service with The Merchant Marine

Numerous photography and psychology courses

Saginaw Community College and Lansing Community College, MI

Graduate of Chapman's School of Seamanship, Stuart, FL

Graduate of St. Stephens HS, Saginaw, MI

COMPUTER SKILLS

MS Office 2007, Power Point, Extensive skills in Excel, Company specific computer programs/tools. Hardware/software diagnostic and maintenance skills.