

DEBRA DIEGOLI
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Committed Account Manager with over 20 years of recognized performance with excellent time management and organizational skills. A reliable results driven team contributor focused on quality customer service. Successfully increased customer revenue based on developed customer relationships.

Strengths: Patience, Organization, Follow through, communication and mentoring

Professional Experience:

2006-2009

National Account Manager - USM- Formerly Network Electrical – National Facilities Management company – Electrical

Coordinated electrical and lighting service for National retail customers, Borders, Chicos, Linens N Things, Gap. Facilitated and managed monthly projects and partner with electricians and suppliers to secure competitive costs for the preparation of proposals.

- Managed service requests with specific deadlines and met customer expectations for quality service levels and pricing
- Supervised process of service orders and improved overall performance evaluation grade from a D to a B in a 30 day period for Linens N Things
- Implemented and controlled monthly lighting maintenance and NFPA (Emergency light testing) for Borders
- Pioneered a teaming program model which was instituted company wide with excellent success and improved customer satisfaction throughout the company
- Assisted in the management of other team members customers' to the extent that a request was made by the customer (Chicos) to transfer the account to me. This change was implemented with great success and additional revenue has been generated since the transition .
- Successfully managed the transfer of business operations to our corporate office

2006-2006

Key Account Manager -Eveden Inc. – Lingerie Supplier – Hyde Park MA

Internal management of large retail accounts Lane Bryant, Brylane, Marshall Fields and Saks 5th Avenue. Managed allocation of products, coordinated shipments and processed orders from field Sales Reps.

- Maintained routing and compliance guides for all vendors
- Managed EDI data processing for purchase orders, ASN and Functional Acknowledgements
- Commissioned to write complete training manual for new Customer Service reps to successfully transfer operations to the corporate office.

2004-2005

Regional Account Manager - Alder Foods – Military Food Broker – Walpole MA

Managed shipments of perishable and non-perishable goods to military commissaries worldwide. Partnered with large distribution companies to resell, stock and maintain sufficient product levels.

- Controlled inventory levels, managed shipping, receiving and rotation of stock at store and distribution facility. Reconciled and coordinated all A/P, A/R and accounting via EDI
- Collected EDI pricing data as well as daily EDI functionality including back of AS400 system
- Implemented security on all desktop computers installing scans and monitoring programs to improve computer capability

1991-2004

Key Account Manager- George Melhado Company – Wholesale Distributor – Sharon MA

Headed department to coordinate distribution to major chain accounts Brooks Drug, Rite Aid, Stop & Shop, Shaws. Managed a team of merchandisers for grocery chains Stop and Shop and Shaws to maintain planograms. Supervised customer service department to ensure efficient time management and work flow. Assisted in a major computer conversion to better service our customers needs and was commissioned to write the training manual to aid all employees in the use of the new system. Trained and monitored the progress from start to finish, worked an entire holiday weekend when initial conversion failed to process orders.

- First contact for sales analysis and market trend reports for team of 30 sales representatives and large group of retail customers.
- Hands on development and implementation of candy program for Blockbuster Video chain as well as Frozen and Dairy section in CVS stores. Participated in resets for Sedells Pharmacy grocery section and complete store remodel including candy and front end sections
- Implemented and supervised successful telemarketing program for Customer Service department to ensure a smooth and efficient work flow and better time management with focus on the “Customer comes first” mentality.
- Successfully partnered with third party (Quality Distribution Network) for implementation of EDI ordering for Barnes and Noble and Sodexo chains as well as college book stores throughout the delivery territory.

1982-1991

Office Manager - Samuel Arons/Golden Capitol – Wholesale Distributor – Kingston/Mansfield MA

Managed office staff of 5-10 customer service representatives. Assisted sales manager with coordination of sales department and handled day to day customer service issues both with customer and office staff.

- Interviewed and hired complete staff for eventual relocation upon sale of business
- Established customer service guidelines and procedures and implemented changes to better serve our customers.
- Received Customer Service Excellence award for outstanding Customer Service throughout all branches of the entire company.

Education:

1974-1978 Somersworth High School – Somersworth NH Graduated with major in business

1978-1979 USAF assigned to Commissary Services Hill AFB UT – Honorable Discharge E-4

Interests:

Running

Sports – Avid Red Sox and Patriots fan

Reading