

Zachariah Crawford
San Diego, California 92114 • 619.573.6275 •
zachsplace@gmail.com

OBJECTIVE

Seeking a long-term position in a creative role with a stable and dynamic corporation.

CAREER PROFILE

Proven track record of executing established programs and policies, exceptional interpersonal skills and ability to communicate cross-functionally. Adept problem-solver, leader, and able to interface across different levels of an organization. Self-starter with leadership abilities gleaned from years of supervisory and customer service experience; able to identify gaps in process, implement improvements, and manage projects in accordance with established timelines. Outstanding graphic design skills complimented by start-up and operational experience derived from boot-strapping a small business. Experienced in Green/Eco Sustainable practices.

PROFESSIONAL EXPERIENCE

HD Supply Facilities Maintenance

San Diego, CA 12/09 - Present

Customer Service Associate

Provide customer service by responding to inquires regarding product selection, services and issues.

Major Tasks, Responsibilities and Key Accountabilities

* Respond to customer order and quotation requests received via the telephone, e-mail, written, and faxed correspondence.

* Perform necessary follow-up to ensure customer service expectations are met

* Research and suggest alternative products to customer.

* Uses computerized systems (SAP & Oracle) for tracking, information gathering, and/or troubleshooting Nature and Scope

Selects correct processes from clearly prescribed rules, past practices or instruction.

BDS Marketing , Visual Coordinator / Merchandiser

San Diego, CA 01/09 - Present

Merchandising of product category utilizing client directives:

- Ensure compelling, accurate, and creative visual presentation

- Manage inventory through stock replenishment

- Implement all Point of Sale materials and any branding collateral

Communicate Effectively accomplishments at the department and door level

- Completion of standard/specialized reports (as directed), highlighting any opportunities for improvement and procuring any information as requested by the report content

- Photography, effectively depicting the status of the client's environments before and after your work is completed

Develop in-store relationships to maximize opportunities at retail:

- Train Sales associates/Specialists/Department and Visual Managers on client merchandising initiatives and brand recognition

- Inspire sales through empowerment

- Negotiate better real estate locations or maintain locations as appropriate

**MindTriX Consulting, Operations Manager
San Diego, CA, 2008-2009**

Selected Projects:

Cash Crop Clothing

- Brought in on consulting basis as a brand manager to assist with changing company image and drive profit margins.
- Ensured consistency behind brand from soup-to-nuts, including apparel appearance, brand awareness, perceived quality, and best sales practices.
- Provided strategic leadership, developed and implemented marketing plans, managed budgets and timelines.
- Evaluated consumer demand, market position, and determined types and amounts of merchandise and apparel to be offered.
- Created all quotes and placed all apparel orders, prepared the store for inventory by ensuring apparel was appropriate.

**MindTriX Clothing, Marketing Director
San Diego, CA, 2002-2008**

- Pioneered start-up clothing company from inception, using a combination of design, website development, technical savvy, and communications/interpersonal relations experience.
- Responsible for all aspects of sales and marketing, designing products and promotional material, advertisement layout, website maintenance and trade show schedule management.
- Oversaw all aspects of merchandising, created displays and all apparel to be sold.
- Merchandised online store and created all displays, carried out weekly apparel ads and price changes.
- Managed profit and loss statements, billing, bookkeeping, financial analysis, revenue forecasting, and capital budgeting.
- Handled all aspects of operations, including vendor management, order processing, shipping and receiving, contractor liaising, and administrative management.

**Yahoo, Customer Service Manager
Sunnyvale, CA, 2002**

- Functioned as departmental leader and go-to person for the team.
- Managed and streamlined communication flow with regard to billing inquiries and concerns for Yahoo customers regarding billing issues for Yahoo! Customers.
- Liaised with production and engineering teams by providing valuable feedback, accurately tracking statistics, and maintaining knowledge of newest property enhancements.
- Served as a resource for information about online properties, resolved issues for clients and provided top-notch customer service.

**WageWorks, Customer Service Supervisor
San Mateo, CA, 2001-2002**

- Oversaw customer support team of several staff members and streamlined work flow from soup-to-nuts.
- Analyzed issues and bugs with regard to the database, system, and User Interface; provided feedback and implemented process improvements.
- Played key role in product testing and quality control.
- Demonstrated support to Customer Service Team by adhering to call coverage schedules.
- Oversaw client inquiries; dispatched and managed the flow of email and telephone communication and created weekly reports.
- Provided marketing department recommended modifications and improvements to website; designed promotional materials.

**OUTPURCHASE, Customer Service Representative
Mountain View, CA, 2000-2001**

- Supported customers in a B2B environment, including RMA, order status, and shipping status.
- Placed orders and responded to website inquiries.
- Responsible for troubleshooting customer issues on website.
- Created and implemented key aspects of graphic design with regard to look and feel of website; designed promotional and marketing material.

**MTVI/MTV NETWORKS, Customer Service Liaison
San Mateo, CA, 1999-2000**

- Analyzed and resolved customer problems and conducted trend analysis
- Designed Web FAQ and customer service web pages using DreamWeaver and provided input for ongoing usability functions and website design

EDUCATION

•BFA, New Media (Commercial Graphic Arts) , 1995
Academy of Art College, San Francisco, CA

•AAS, Computer Graphic Arts and Design, 1993
New Mexico Junior College, Hobbs, NM

APPLICATIONS AND OPERATING SYSTEMS

- •Word, Excel, PowerPoint, PageMaker, File Maker, eGain, Clarify, White Pajama, Kana, Oracle, SAP, Illustrator, PhotoShop, InDesign, ExchangeFrame (EDI), Arlies, A.I.M.S., all Apple software.
- •MAC OS, Windows NT, Windows 2000, Windows XP, Linux.