

CONSULTANT

Kim has over 15 years experience in account management and customer relations as well as 6 years of experience in various aspects of the energy sector.

PROFESSIONAL OVERVIEW

ELENCHUS RESEARCH ASSOCIATES (ERA INC.)

2007 - Present

Consultant

Responsible for:

- support and case administration for client participation in regulatory proceedings and industry consultations
- ongoing monitoring of industry developments, research and facilitation support

Consultant

RFH Associates

2004 - Present

- manage virtual office
- involved with the overall organization and development of formal responses to RFP's
- assisted with the strategic management of the preparation and delivery of the Province's T4As for the 2005 taxation year
- coordinated and managed multiple work units across various ministries
- assisted in a project for the Government of Ontario which involved a study of the Provinces bank reconciliations

Consultant

DJR Associates

2003 - 2007

- key contributor to a team engaged by the Customer Service group of a mid-sized corporation to develop process improvement strategies in several areas including customer contact, billing, collections and customer management
- as part of the final documentation prepared for the client, we:
 - ~ defined in detail the current customer service business processes
 - ~ designed process improvement maps that depicted the current situation
 - ~ identified key issues impacting the customer service business processes
 - ~ assessed and evaluated options for business process improvements
 - ~ proposed process improvement solutions

- ~ designed process improvement maps that incorporated process improvement resolutions

Senior Account Manager

1991 - 2003

Harbour Printing and Distribution Limited

Over 14 years experience as an account manager and customer service professional in the printing industry at a mid-sized company. Managed several of the company's largest and most lucrative corporate clients and ensured that all client needs and specifications were met. Clients included Moore Business Forms, Relizon, Grand & Toy, CIBC and Nesbitt-Burns.

- exceeded annual performance targets resulting in annual bonuses and increased responsibility
- established strong client relationships based on client trust, service excellence, quality products and superior results
- maintained a strong market presence for the company through on-going face to face meetings with customers and the implementation of service improvement recommendations from customers
- headed the implementation of the re-branding of all corporate materials for a large investment bank
- managed and coached customer service representatives resulting in effectiveness of staff
- led, planned and implemented social functions within the organization to facilitate team building and strengthen company morale

Junior Account Manager

Managed several of the company's small to mid size accounts; effectively servicing their needs while contributing to overall account growth.

- assumed responsibility of an existing mid-size customer and streamlined the necessary paperwork involved in handling the account and reduced response time to client requests
- assisted in the timely and accurate preparation of responses to request for tenders, ensuring the consistent quality and delivery of proposals
- revamped account data base to detail and summarize monthly activities for customers
- instituted aggressive pricing, based on client history and knowledge of suppliers and products in the marketplace while meeting profit targets
- participated in the hiring process, screening resumes, conducting first interviews and skill assessment

Customer Service Co-ordinator - Production Department

Acted as a liaison among the Production Department, suppliers and customers to ensure client needs and specifications were met.

- managed and coordinated all aspects of order production (artwork, proof, film, order preparation, ordering stock, execution of orders, outsourcing)
- minimized work load of Production Manger due to effective handling of client needs
- generated basic quotations for the printing needs of various customers in a timely and professional manner
- provided after sales service to clients to ensure resolution of customer needs to their satisfaction