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## Objective

Seasoned vet in the fashion industry in search of rewarding position where I can contribute my knowledge in operations, sales, management, retail and personnel to help you / your company reach desired goals.

## Professional Experience

\* Wholesale Interiors April 2006 to June 2008 Account Manager;  
HR Manager; Customer Service Manager

4/06 to 6/08: Account Manager. Managed existing ecommerce & retail account base. Grew department from \$140K to \$310K/month through relationship building, development of existing accounts and pursuit to closing of new customers.

1/08 to 6/08: Acquired additional responsibilities of Customer Service Manager and HR Manager in addition to managing their existing account base. Duties included but not limited to: Recruit, hire, and orientate all new hires; performance reviews, wage increases, benefits and employee files. Managed 2 Customer Service Reps giving direction or approval on difficult, unordinary situations. Follow up on all customer service inquiries assuring same day response and quick resolution to all issues.

\* Studio 90 March 1999 to December 2005 Operations

Six years as Operations Manager for Studio 90, a woman's better clothing manufacturer, Chicago, IL. My responsibilities included but not limited to:

Sales: Represented Studio 90 at all New York and Chicago markets (occasionally Atlanta and Dallas); made all show arrangements; manage production of samples; provided all marketing and sales tools for all Reps/Sales Territories; presented (sold) the line to "Better Boutique" buyers; provided sales support for all outside sale representatives; determined sales goals by territory; monthly sales reporting; commissions.

Customer Service: Received all incoming calls; addressed and product issues concluding in satisfaction to all parties; advised customers of new products and their appeal in the market place; developed relationships with each customer becoming familiar with their needs and what type of customer base they possess; on occasion offering custom items to fulfill end customer necessities.

Production: Scheduling "on time" production schedules; quality control; cost analysis;

purchasing for all production needs, cut lists; evaluated production contractors pricing and quality.

Purchasing: Determined the needs for all products needed to produce line. Prepared purchase orders, follow up with vendors for timely delivery of goods to ensure prompt distribution of orders.

Distribution: Received all production goods from contractors; verified purchase order (cut list); inventoried all goods received; quality checked garments; prepared goods for distribution; distributed goods to customers on or before deadline date.

Accounts Receivable: Determined terms for accounts (Net 30 - factor, Credit card or C.O.D.); all factor reporting: submit requests, apply approvals, arrange alternative terms for declined orders, remittance records, aging reports; collections.

Design & Development: Attended all weekly design meetings; reviewed trends; product development; chose correct fabric for the garment style; put together sample line.

Accounting: Prepare all monthly/annual reporting for the accounting firm.

\* Rentokil Inc. Tropical Plant Division October 1993 to March 1999 Acct. Mgr.  
Manage / Sales to an existing client base, as well as outside sales to non-existing customers, throughout the Chicago Loop territory. Designed, assisted with installation, and then managed the service of 200+ accounts including some of the most high profile Building Lobbies, Law Firms, and other agencies in the downtown area. Managed any and all concerns that my customer base, communicated to me, in a timely manner. Reviewed all high profile accounts monthly, all others reviewed on a by monthly basis. Met or exceeded sales goals. Developed great, trusting relationships with accounts in my territory.

\*Limited Inc. (Structure and Express Divisions) 1987 to 1993  
· District Manager / Store Manager.

District Manager 1990-1993, Structure, No. California, Oregon and Washington.

Opened 19 NEW stores from construction to grand opening and then managed the district appropriately.

\*Recruited, hired and trained all management employees.

\*Regularly visited each store to update store personnel on new procedures and standards.

\*Developed management personnel in sales, visual presentation, shrink control and recruiting through in store seminars held regularly.

\*Conducted all annual reviews.

\*Held weekly conference calls to discuss the week's business.

\*Kept a positive and competitive spirit throughout the district.

\*Met or exceeded all sales goals set by the company.

\*District produced approximately \$40,000,000.00 Annual sales.

Store Manager 1987 -1990, Express Division, Chicago. Managed 4 area stores, mostly high profile, ex: Woodfield, Northbrook and Watertown.

\*All day-to-day management responsibilities related to sales, visual presentation, employee training and development, following strict company standards. \*Exceeded all sales goals.

\*Competed in sales contest within the district and company

\*Represented the company recruiting at corporate job fairs in northern Illinois and college job fairs.

Degree: Fashion Merchandising and Marketing; WITI-Superior, Wisconsin.

Skills: MS Office, Outlook, Word, Excel, ADP, Paychecks, Salesforce, some Quickbooks

#### Personal Interests

I love good movies, good coffee, all museums (even quirky ones), traveling, music, shoes, fashion & most of all laughing with my family and friends.

#### References:

<u>NAME</u>	<u>RELATIONSHIP</u>	<u>PHONE</u>
Jill Hilgenberg	Former Co-Owner / Studio 90	312-343-4236
Angela Turley	Former Co-Owner / Studio 90	312-208-0202
Wendy Reinert-Maxey	Former Regional Asst. / Structure	630-392-4405
Rich Cain	Peer / Rentokil	303-638-8997
Rob Scott	Peer / Rentokil	773-425-8436