

Christopher M. Fawcett

Ph: (303) 947-2273

fawcett.c@gmail.com

SUMMARY Detail-Oriented, business owner and management professional with a strong track record of analyzing, developing and managing business processes, policies, solutions, and information

QUALIFICATIONS

- Exceptional leadership, work ethic, organizational, analytical, and problem resolution skills
- 20+ years of experience analyzing and restructuring business models to create cost effective and efficient solutions in line with company priorities
- Strong communication skills (oral and written) with consumer, B2B, C-level and staff
- Thrives in both an independent and collaborative work environment
- Quick study, with the ability to understand and use new concepts, ideas, methods, and technologies
- Strong proficiency in MS Office (Excel, Word and Outlook)

WORK EXPERIENCE

Sept 2015 - Present

Plucked Fresh Foods, LLC

Portland, ME

Owner/Operations and Logistics

- Continually developing processes to enhance production and assist staff
- Handle all Invoicing, BOL's, transportation schedule, payroll, staff scheduling, and ordering for both the warehouse and weekly production
- R&D for new products to launch to accounts and end consumers

April 2012-July 2015

InteriorMark, LLC

Golden, CO

Director

- Developed new processes to support the Customer Service Department to enhance efficiencies and customer satisfaction
- Multisite management of call centers
 - Hiring and firing of staff (managers, supervisors, and staff)
 - Built and developed skills within the entire department to gain efficiency
 - Constructed Training Material for CS group
 - Handled HR and payroll
- Worked directly with the CEO, CFO, COO, and owners
 - Created reporting on KPIs for executives
 - Daily/Weekly meetings regarding implementation and strategy of processes and effectiveness of business
 - Created and updated business processes/procedures to enhance the business across multiple departments
- Successfully supported various business operations and projects

December 2009 – April 2012

DirecTV
Englewood, CO

DirecTV Retail Services and Connected Property Supervisor

- Complete multiple projects/tasks using RIO, OMS, Oracle, STMS, SAP-CRM, RASInfo, and the Dealer Website
 - Worked with Department Managers to develop Training Manuals and Guides
 - Help structure the business process for various aspects, including Leads and Reconciliations
- Work directly with Dealer Support Retail Services Department
 - Research and resolve Dealer's commission issues
 - Reply to Dealer's questions regarding customer issues in a timely manner
 - Update, activate, or disconnect customer, or showroom, accounts per Dealer requests
- Respond to emails from Property Owners/Managers regarding setting up entire property with DirecTV, and also resolve any issues with existing DirecTV Properties

July 2003 – April 2009

Auto Europe, LLC
Portland, ME

Leasing Department Manager

Sept. 2008 – April 2009

- Successfully supported various business operations and projects
- Set and achieved weekly, monthly, and annual goals reviewed by both the CEO and VP of Operations for the Leasing Department which resulted in an unexpected \$200,000 rebate for the company in 2008
- Managed a team of eight direct Sales Agents and two Department Supervisors (Internet and Prestige Services Departments)

Prestige Services Department Manager

July 2008 – Sept. 2008

- Due to the success of the business model in the Internet Department, promoted to report directly to the CEO and V.P. of Operations to restructure and improve the Prestige Services Department
- Designed the business side of multiple software programs to enhance productivity and accountability
- Improved gross margins of products and services by 75%

Internet Department Manager

May 2004 – July 2008

- Developed and implemented ideas that both increased profitability of the web based sales, and improved efficiency by 40% within two months
- Designed and implemented the business side of the email distribution system used to coordinate and sort the 4000+ incoming sales e-mails per day.
 - Tested intensively over 12 months and released a defect free program for each branch in Munich, London, Sydney, and Beijing
 - Resulted in a 33% increase in productivity within 12 months
 - Designed the system to be extremely consistent for each customer interaction – increasing both customer and employee satisfaction
- Coordinated workflow with the Directors and Managers of all branches to handle spikes in email volume and any daily issues
- Managed a team of 10-20 employees, including scheduling and promotions into the department

Reservation Sales Agent

July 2003 – May 2004

- Within 2 months was in the top 5% of all sales agents for volume production
- Completed reservation orders quickly and accurately with negligible error
- Effectively worked in a fast-paced environment, both individually and as a team player

EDUCATION

University of Maine, Orono ME

Aug. 1996 - May 1999

Structural/Civil Engineer Major and Mathematics Minor

Received E.I.T. (Engineer in Training) Certification (Oct. 1997)