

Penny Haynes Resume

Objectives:

- **To reduce unnecessary costs by increasing operation efficiency and quality** through eliminating redundancy, streamlining processes, introducing inexpensive and time-saving technologies, and tracking data via customized databases

Accomplishments:

- **Eliminated 90% of daily shipping costs** by introducing new technologies for transmittal of contractual documents.
- **Consistently won "Region of the Year"** by utilizing a custom-designed Access database to track all data and processes required to successfully consummate multi-million dollar sales.
- **Acquired ISO 9001 Certification** by capturing and analyzing all technical details required for refurbishment of multi-million dollar machines using Microsoft Access.
- **Increased reporting productivity and accessibility** by streamlining and digitizing paper-based operations, as well as combining static Oracle queries to create flexible, comprehensive databases.
- **Expanded customer support** by developing an online portal where customers could track their warehouse inventory and see images of their items.
- **Digitized two (2) regional sales teams** by training them on laptops and all related software.
- **Attained 1600% audience increase** for marketing campaign utilizing social media and podcasting.
- **Developed three (3) innovative social media software programs** which helped the client achieve the 2010 SBA Journalist of the Year Award, and become a Finalist for the 2010 American Business Awards.

Recognized Skills:

- **Supervise staff**, oversee applications, hiring/terminations, time/attendance data entry and tracking, technical and administrative training, reporting, digitizing records, documenting and streamlining work processes, ISO 9001 Auditing
- **MS Office Suite**: Access, Word, Excel, PowerPoint, Outlook, Publisher
- **Adobe CS3**: Dreamweaver, Fireworks, Acrobat, Photoshop, Ultra, and Premiere Elements
- **Web and Software Programming**: HTML, PHP/mysql, ASP/SQL, Javascript, VB6, VBA/Access

Employment Experience:

- **Bureau of Commerce / Alpharetta, GA Census Office** – Office Operations Supervisor for Administration. Evaluated in clerk position and **promoted to Office Operations Supervisor for Administration (Supervisor in Charge)**. Supervised Administrative staff, processing of Applications, Hiring/Terminations, Time/Attendance Data Entry and Tracking, Administrative Training for all Office Personnel, Develop Operational Procedures. 2009 to present.
- **Encouraging Enterprises, Inc., Canton, GA** - Provide training, services and software design for audio/video production, web sites and social media. Create curriculum, lead online and in-person seminars, produce e-books, audio books, web sites and presentations. Specialize in podcasting and RSS marketing. Clients included **Lifetime Television for Women and Standard & Poor's Vista Research**. 2004 to present (self-employed).

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- **TD Global Group, Alpharetta, GA** – Database Administrator. **Administration Director created the position specifically for me.** Designed and programmed ISO 9001-based T&D Remarketed Services Refurbishment Processing system (with Vice President) and T&D Machine Handling Operations System. Trained personnel on computer and software use. Designed TD Global Group intranet (ASP), Blog site and produced TD Global Podcasts. Experience in Contract Administration and Inventory Control. ISO Auditor. 2002 – 2006
- **Heidelberg USA, Remarketed Equipment, Kennesaw, GA** – Database Administrator. **Operations Manager created this position specifically for me.** Created Used Equipment Inventory and Operations Program, Remarketed Equipment Manager Database, and Service Provider Program (VBA, Access). Process repossessions and returns into inventory. Integrate offsite Service Provider databases with in-house Service Provider database. 1999 – 2002
- **World Harvest Church, Ball Ground, GA** – Director of the Media Ministry, responsible for directing, editing and producing a television program, supervision of teams for cameras, sound, prayer, mailing and telephone ministries. Developed Media Ministry Database system for donations, media sales, marketing campaigns and tv schedules (Access, VBA). 1997 – 1999
- **Heidelberg USA, South Region and Used Equipment Department, Kennesaw, GA** – Database Administrator. **Promoted to Used Equipment Coordinator and Database Administrator** in the Corporate office from Sales Assistant and Contract Administrator in the South Region Sales. Designed Heidelberg's South Region Sales Order Database (Access, VBA), which enabled the region to win "Region of the Year" thereafter. Trained South and Southwest Salesmen on laptops and software. 1994 - 1997

Education:

- **North Springs High School**, Sandy Springs, GA
- **Furman University**, Greenville, SC, Bachelor of Arts with Major in Religion

References:

- **Robin Ader**, Bureau of Commerce / Alpharetta Census Office Assistant Manager of Administration. 678-367-3834 robin@robinader.com
- **Robert McAlister**, Heidelberg South Region Regional Operations Manager – Retired; TD Global Group Director of Marketing and Administration – Retired 770-403-1104 bobm7@tds.net
- **June Daywalt**, Heidelberg USA Remarketed Equipment, Operations Manager – Retired 770-973-7116 daywaltja@hotmail.com
- **Lori Martucciello**, Heidelberg USA Remarketed Equipment Coordinator – Retired 404-630-2622 lorilyric@gmail.com
- **Terry Waldrop**, TD Global Group Vice President of Refurbishment (now owner of Global Offset) 404-509-1633 terry@globaloffset.com

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