

TRACEY HELMAN

**OFFICE MANAGER
CREATIVE DIRECTOR**

tracey.helman@gmail.com

LINKEDIN.COM/IN/TRACEY HELMAN
(937) 214-0505
ENGLEWOOD OH 45322

PROFILE

Office Manager / Creative Director with over 14 years of experience providing administrative support and interfacing with facility management and IT. I possess strong multi-tasking skills, with ability to simultaneously manage several projects. Focused on providing the best support & solutions to ensure effective & efficient work processes. I am also tech savvy.

KEY SKILLS AND CHARACTERISTICS

Team Building & Support • CRM Systems • Organizational Skills • Computer Proficient • MS Office Suite • Adobe Creative Suite • WPM: 90 / KPM: 180 • Quickbooks • Ability to work collaboratively as part of a team or individually • Problem Solving • Leadership • Attention to detail • Website & Social Media Management • Google Analytics • Google AdWords • SEO

EXPERIENCE

CORPORATE MARKETING / ADMINISTRATION

WCR INC. - FAIRBORN, OHIO

DECEMBER 2017 - MAY 2020

Developed written procedures for more effective & efficient training • prepared reports for: sales, accounts receivable, client leads, & sales commissions • Developed efficiency enhancing workflow / process improvements • Developed, implemented & executed strategic marketing plans for 7 US divisions as well as in Europe • Produced concepts for company branding, promotional campaigns & marketing communications • Distributed, tracked, replenished & evaluated effectiveness of marketing materials • Evaluated trends & assessed new data from analytics • Maintained consistency of brand management & corporate identity • Interfaced with IT to situate new employees and regarding IT issues • Implemented office supply inventory control & standardized office ordering procedures • Designated primary controller of company CRM system with goal of getting company sales teams to utilize it to its full potential • Trusted with confidential corporate information • Provided support in other areas / departments where needed

OFFICE ADMINISTRATOR / CREATIVE DIRECTOR

IMS TECHNOLOGY & SECURITY - MORAIN, OH

JANUARY 2015 – SEPTEMBER 2017

Maintained appointment calendars for technicians as well as Owner • Performed basic accounting functions including books reconciliation • Audited vendor billing, corrected errors, and cured inefficiencies to yield an office savings of 2% in the first six months. Answered, screened, and transferred an average of 40 telephone calls per day. Developed office operational guidelines for staff members increasing efficiency.

OFFICE MANAGER

GREENEWIRELESS – XENIA, OH

JANUARY 2008 – FEBRUARY 2016

Maintained appointment calendars for technicians • Responsible for accounting functions including reconciliation, payroll, accounts payable & accounts receivable • Audited vendor billing, corrected errors, and cured inefficiencies • Provided customer support • Developed office operational guidelines

OFFICE MANAGER

NETWORK EXPERTS - XENIA, OH

JUNE 2006 – DECEMBER 2007

Developed & implemented office operations & procedures • Primary contact for contract customers • Controller for accounts payable, billing, payroll & scheduling • Ensured security of confidential data • Managed client contracts & reviewed upon renewal • Reviewed & selected new hire applicants

TRACEY HELMAN

OFFICE MANAGER
CREATIVE DIRECTOR

tracey.helman@gmail.com
LINKEDIN.COM/IN/TRACEY HELMAN
(937) 214-0505
ENGLEWOOD OH 45322

PROFESSIONAL REFERENCES

Shailany Walker
Export Sales Manager, WCR Inc
M: 937.760.5020
E: swalker@wcrhx.com

Stephanie Kellar
Intl Sales / New Units, WCR Inc
M: 937.308.4609
E: skellar@wcrhx.com

Caitlin Roth
Inside Sales – Central Region, WCR Inc
M: 937.572.9456
E: croth@wcrhx.com

Tobias Carlsson
Site Manager – WCR Sweden
M: +46 72510939
E: tobias.carlsson@wcr.se

Lynnette Dinkler
Attorney, Dinkler Law
M: 937.609.9627
E: lynnette@dinkler-law.com

Charles Brennan
Owner, IMS Technology & Security
M: 937.371.6776
E: charles@imstechsec.com

Zach Gallegos
Production Coordinator, WCR Inc

EDUCATION

ASSOCIATE DEGREE IN APPLIED SCIENCE – GRAPHIC & WEBSITE DESIGN
OHIO INSTITUTE OF PHOTOGRAPHY & TECHNOLOGY
2006 • GPA 3.9

CERTIFICATE IN BUSINESS ADMINISTRATION & ACCOUNTING
UPPER VALLEY JOINT VOCATIONAL SCHOOL
1993

OTHER CERTIFICATIONS – HEALTH & SAFETY

Computer Security • Pandemics: Slow the Spread • Emergency & Fire Preparedness • PPE • Bloodborne Pathogens • Portable Fire Extinguisher Safety • Electrical Safety • Compressed Gas Safety • Lock & Tag • Silica Hazards • Hazard Communication • Cold Stress • Flammable Liquid Safety •

VOLUNTEER & OTHER ACTIVITIES

ANIMAL RESCUE

2006 - PRESENT
Rescue & foster hard to place dog breeds until permanent homes are found. Provide relocation services / transportation throughout the United States as mobile animal rescue.

CREATIVE CONSULTANT

2006 - PRESENT
Provide consultation & project management for website, logo & other creative services to allow clients focus on their business. Clients are law office, sports venues, hair salons, small businesses, & large corporations.

XENIA AREA COMMUNITY THEATRE

2012 – 2014
Designed, printed and prepared Playbills

ACTIVITIES AND INTERESTS

Animal Rescue • Bicycling • Home Improvement • Furniture Restoration
• Traveling