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Relocating to the NW Arkansas area

# Sondra
# Holmes

## PROFESSIONAL SUMMARY

Experienced customer experience professional with strong leadership and relationship-building skills. A motivated leader with solid experience managing multiple teams of all sizes, multiple locations, and with employees from all levels of business. A leader with passion to train, educate, and develop others as business growth creates change.

## WORK EXPERIENCE

*2017 – present*   **Customer Care Manager**
Web Industries

- Contributed to an annual growth in market sales of more than $3 million per year.
- Lead a customer base with a net sales of over $24 million.
- Collaborated with multiple departments on business priorities.
- Supported and lead customers and suppliers through lean processes such as SIPOC or Process Mapping for continual improvements for all parties.
- Gained efficiencies in everyday practices by developing and implementing tools for multiple departments.
- Reduced department overtime by 40% within a six-month timeframe.
- Interviewed and hired new team members.
- Supported the management of 40+ accounts.
- Resolved escalated transaction issues.
- Coached and motivated veteran employees to remain goal oriented and empowered.
- Successfully lead communications to local and companywide teams.

*2007 – present*   **Internal Auditor**
Web Industries

- Performed multiple internal audits annually per ISO 9001.
- Verified that documented processes were accurately being followed.
- Met with multiple teams and leaders to understand processes fully for accuracy.

## SKILLS

- Leadership thinking
- Risk management
- Team liaison
- Strong work values
- Project management
- Team leadership
- Public speaking
- Teamwork
- Interpersonal and written communication
- Conflict resolution
- Emotional intelligence
- Self-motivated
- Process implementations
- Staff development

**Computer**

- Microsoft Office Suite
- SAP
- SalesForce
- ARIBA
- Taulia
- IQS

- Effectively communicated audit information and findings with the Quality team.

2014 – 2019 **Co-Developer of Companywide teams (8 locations = 1 international, 7 domestic)**
Web Industries
Employee Culture Advisory Team
- Created and implemented project plans.
- Planned, facilitated, and lead monthly conference calls and in person meetings.
- Represented the company at local and national conferences.
- Worked directly with C-suite level and board of directors on the companywide initiative.
- Supported and developed ideas and methods on continual improvements of an employee ownership culture.
- Created and directed multiple teambuilding and education activities.

Customer Experience Team
- Created and implemented project plans.
- Defined current successful customer experience practices and shared companywide.
- Supported and developed ideas and methods on continual improvements with customer relations for internal and external customers.
- Aligned local team initiatives to companywide initiatives.

2004 – 2017 **Customer Care Specialist**
Web Industries
- Managed 20+ customer accounts.
- Monitored and managed inventories for more than 10 customers.
- Effectively organized and directed customers through company and supplier transitions as a customer and supplier.
- Directed customer orders from start to finish.
- Scheduled more than ten production assets balancing and prioritizing all customer orders while keeping a lean perspective on efficiencies.
- Collaborated with multiple departments on business priorities.

## VOLUNTEER WORK EXPERIENCE

2018 - present **Senior VP for Indiana Chapter**
ESOP Association
2015 - 2018 **Advisory Committee Member for Indiana Chapter**
ESOP Association
2015 - present **Conference Session Presenter**
ESOP Association
2014 - present **Conference Session Presenter**
NCEO Organization

## EDUCATION

2017 **Bachelor of Science in Management**
Indiana University – Purdue University of Fort Wayne
2016 **Certification: Black Belt – Lean Six Sigma**
Indiana University – Purdue University of Fort Wayne