



Meghan E Gray

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Professional Experience

September 2005 to present

Bauer Corporation, *Wooster, OH* Inside Sales Account Manager

- handle incoming calls for customer information
- manage and track customer orders, including shipment scheduling
- research and recommend customer pricing and discount levels
- account development
- research and resolve customer issues, including accounting and logistics
- train others on inventory management software (DBA for Manufacturing)
- document and distribute sales and marketing procedures
- coordinate distributor accounts and refer end-users to distributors
- liase with outside sales, both in company and independent field reps
- create, author, and maintain a weekly marketing e-newsletter for distributors
- write, proofread, edit, and assist in the update of marketing materials as necessary

July 2005 to present

Issy Ink Publications, *Wooster OH* Owner

- create and maintain content for websites
- create and edit digital images
- write, proofread, and edit custom documents such as resumes, cover letters, and brochures
- manage e-newsletters and electronic mailing lists

October 2003 to present

Sensei Instructor, *Wooster, OH* Institute of Karate-Do

- teach and test martial arts and self-defense techniques to both children and adults in classes ranging from 1 to twenty students
- supervise students participating in the assistant instructor program
- conduct daytime classes with little to no supervision

September 2003 to March 2004

Merlin Simulations, Vienna, VA Technical editing consultant

- proofread and copy edit technical documentation, online help files, and user's manual for an independently developed software program
- liaise with the software owner to compile a software guide for the program, to be used in future revisions of the software
- manage, organize, and submit changes and revisions to over 80 associated documents for the project

April 2000 to July 2002

REFCOTEC, Inc, Orrville OH Customer Service and General Office Assistant

- answer five line phone
- take and track customer orders, resolve scheduling conflicts between production and the customer, track sample requests
- post cash receipts, generate invoices, and maintain accurate customer files with records of all transactions and communications
- contact customers about past due invoices, resolve delinquent accounts to release orders, maintain a record of contact history, determine problem accounts and refer them for consideration
- type and maintain customer quote files and contact information, including accurate pricing and correct product information
- generate shipping documents and schedule outbound shipments
- provide customers with MSDSs, Product Data sheets, and refer technical requests to sales
- update Outside Sales on account status
- write and maintain detailed records of procedures for use in ISO 9000 certification process
- design and update forms for office and sales use
- Knowledge of Microsoft Outlook 2000, Microsoft Word 2000, Excel 2000, Epicor Platinum/Batchmaster for Windows v 4.8a

March 1999 to January 2002

Salvation Army, Wooster OH After School Tutoring Aide

- tutor between five and ten students grades 3-9
- discuss students' academic progress with parents and teachers
- provide one-on-one tutoring in basic computer skills
- supervised program for one year

March 1996 to April 2000

Absinthe and Old Lace, Wooster, OH Owner

- Owned and operated this home-based costuming and dressmaking business
- Took, tracked, and filled orders
- developed and promoted products, researched customers' needs
- budget and finance management, record keeping, customer service, and costume design and construction
- Knowledge of HTML

April 1997 to April 1998

Kelly Temporary Services, Wooster, OH Assignment: Engineering Technician for Rexroth Corp.

- Created Standard Operating Procedure documents to satisfy ISO 9000 requirements for documentation and standardization
- Created a customized application called Computerized Setup Instructions using a combination of Excel Macro Language v4.0 and Excel Visual Basic
- Took photos with a digital camera and edited them in PaintShop Pro
- Created PowerPoint presentations detailing assembly procedures for use on the factory floor
- Knowledge of Windows 3.2, Microsoft Word v 6.0a, Microsoft Excel v 4.0a, Excel Visual Basic, Microsoft Powerpoint v 4.0a, and Microsoft Office v4.3
- Knowledge of Windows NT, Microsoft Word 97, Microsoft PowerPoint 97, Microsoft Excel 97, PaintShop Pro v4.12

June 1992 to December 1995

Arlington County Public Works Department, Water Sewer Engineering, Arlington, VA
Student Research Aide

- Gathered, collated, and organized information on various aspects of the Arlington County water and sewer systems
- Developed a system for tracking 4500 intersection detail maps, including indexing and cross referencing of the drawings
- Managed and fulfilled up to 200 current work orders for the update of intersection information
- Devised several innovations resulting in the computerization of these detail maps, furthering Arlington County's goal of including water and sewer information in a computerized GIS model of the county
- Indexed the county's 2800 fire hydrants and 400 blow off valves
- Researched the history of individual water features
- Answered incoming phone calls, filled customer requests for information, and completed research assignments for members of the Water and Sewer Department
- Familiarity with WordPerfect v 5.0, Lotus 1-2-3 v. 2.1, and dBase III

Education

The College of Wooster, Wooster, OH B.A. English

- Senior Independent Study Project on Arthurian Legends
- Read, write, and understand Spanish
- Background in Sociology, History, and Anthropology in addition to my major

The University of Akron, Wayne College Orrville, OH Post-Bac Studies

- general Post-Bac studies, including computer and business courses from September 2002-December 2003
- 4.0 GPA

Organizations

Wooster Organic Foods, Wooster OH September 2004-present

- volunteer coordinator for this non-profit food buying club
- take, enter, and track monthly orders for 20-30 member families
- resolve customer issues with supplier
- generate invoices using buying club software
- manage club funds including planning for periodic and annual group expenses

Unitarian Universalist Fellowship of Wayne County, Wooster, OH 2001-present

- youth group advisor
- Religious Education Classroom coordinator 2002-2006
- member, board of trustees 2004-present
- co-chair, Harry Potter Summer Program 2005 & 2006

Institute of Karate-Do, Wooster, OH 2000-present

- I currently hold the title of "Sensei," which means I have completed the requirements to be a fully licensed black belt instructor in the style of Awase Kenpo Karate-Do
- hold first degree black belts in Awase-Kenpo-Karate-Do and Awase Kenko-Na Kenpo, and a brown belt in Awase-Kenpo-Jitsu
- study and compete in forms, weapons, and sparring events, earning a national championship
- participated in assistant student instructor program, earning rank of Joshu Sempai, and subsequently participated in apprentice black belt program.

The Wooster Voice, College of Wooster, Wooster, OH 1995, 1996

- Copy-edited and wrote columns and headlines for this weekly publication
- Contacted writers and sources
- Confirmed reported information