

# 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 and drive to accomplish any challenge given. A leader with strong business knowledge and experience working with and assisting other in all departments of business.

## 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.
- Coordinated customer needs throughout all departments: operations, purchasing, quality, and shipping/receiving.
- Reviewed and created processes throughout all departments to gain efficiencies and growth in margins.
- Provided direction to over a dozen manufacturing assets while maintaining an on time delivery of 98%, growing margins by block production, and keeping overtime low.
- 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.

## 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

- 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.
- Identified observations and non-conformances while providing solution ideas.
- 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**

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### 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

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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