

JO-ANNE M. SHOPPEL

Engineering, production, sales, HR, and administrative support professional. 15+ years experience. Self-learner, self-starter, self-managing, highly motivated. Adept at detail-oriented solo assignments, team-based projects / project management, and customer-facing and vendor-liaison roles. Proficient in common enterprise software applications. Extensive experience in company-wide support & corporate services. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines.

Personal Info

 5405 High Canyon Trail NE
Albuquerque, NM 87111
 505-362-9460
 joanne.shoppel@gmail.com

Skills

Engineering, Production, Sales, HR Support
Multi-departmental Project Management
Time Management / Organizational Skills
ISO Internal Auditing
Customer Relationship Management
Vendor Relationship Management
Asset Management
Procurement
Facility Coordinator
Corporate/Event Planning

Software

Microsoft: Teams, Visio, Project, Dynamics AX/NAV, Word, Excel, PowerPoint, Outlook, OneNote, SharePoint
SAP S/4HANA
Oracle
Concur
CherWell

CERTIFICATIONS

ASQ Management Systems — ISO 9001:2008 Certified Internal Auditor
Notary Public

EXPERIENCE

Ontario Systems LLC dba Justice Systems Inc., Albuquerque NM — *Corporate Services Coordinator*

FEBRUARY 2019 - JULY 2020

On-site representative and corporate-wide support of Procurement, Facilities, HR, and Accounting for 700+ employees across three regions nationally. Responsibilities included: research and procure equipment, supplies, and services. Create purchase requisitions/orders, establish relationships with new vendors, liaison to existing vendors, manage budget. Use Microsoft SharePoint and Dynamics NAV s/w. Corporate security compliance: manage badge and alarm systems, liaison with IPS Security, use DMP s/w. Asset management using CherWell s/w. Document management of vendor data. Assist Legal with reviewing contracts for terms and conditions to track and manage via SharePoint. On-boarding new hires. Travel coordinator using Concur s/w. Event coordinator.

Array Technologies Inc., Albuquerque NM — *Project Coordinator*

NOVEMBER 2017 - OCTOBER 2018

Assist Managers in project planning, tracking, staff utilization, and cost management. Update plans for engineering projects including project objectives, technologies, innovations, systems, specifications, and schedules. Monitor projects to ensure objectives are met within prescribed time frames; track milestones and deliverables. Create meeting agendas; summarize and distribute action items. Perform research and analysis at direction of Managers, e.g salary comparisons. Coordinate product testing. Manage/edit Engineering Bills of Materials. Collect, analyze, and edit procedures to detect deficiencies, duplicated effort, or non-compliance with management policies, regulations, and ISO standards. Prepare purchase orders, solicit bid proposals, and review requisitions for goods and services. Procure office supplies. Manage and reconcile corporate credit card accounts. Administrative responsibilities. Coordinate services for meetings, events.

Tempur Sealy International, Albuquerque NM — *Executive Assistant to multiple departments*

JANUARY 2011 - MARCH 2017

Production Planning Assistant: Review production schedules and staffing charts to determine personnel requirements. Distribute production schedules. Requisition and maintain inventories of supplies and staffing requirements necessary to meet production demands. *ISO Auditor:* Conduct ISO audit of production and office services, and determine scope of investigation required. Prepare detailed reports on ISO audit findings. Report audit results to management, and recommend changes in operations activities. *Administrative:* Wide range of complex support functions including: vendor selection, management, and pricing negotiation; executive planning; coordination

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of office-wide activities, such as internal/external information programs, health fairs, speakers/presenters; employee education; company outreach and relationship management with charitable and non-profit organizations. Monitor expenditures and receipts, reconcile credit card and cash reports, manage property passes, fixed asset inventory management. *HR Assistant:* Prepare and maintain employee records related to hiring, termination, leaves, transfers, and promotions. Schedule and conduct new employee orientations. Maintain Human Resource documents, e.g. organization charts, employee handbook, directories, forms. *Event Coordinator:* Oversee all aspects of planning meetings, events, etc. for Sales Representatives, distributors, vendors, clients, and internal corporate affiliates. Coordinate Sales/Marketing Training and Plant tours. Office services/supplies procurement and management. Negotiate contracts with service providers and suppliers.

Lockheed Martin, Albuquerque NM — *Customer Service Representative*

JANUARY 2007 - DECEMBER 2010

Division managed inquiries regarding US Citizenship and Immigration Services (USCIS) for the Department of Homeland Security. Granted Public Trust Security Clearance. Confer with prospective and current US citizens and visitors to provide detailed guidance and information regarding immigration and citizenship benefits, adoptions, and E-Verify for US employers.

Underwriters Laboratories, Santa Clara CA — *Executive Assistant & Inside Sales*

JANUARY 2000 - DECEMBER 2005

Administrative: Support VP of US Manufacturing, Director of Operations, and direct reports; meet demanding deadlines in a high tech services environment. Plan and organize prospect/customer events including seminars, client open houses, and trade shows. Manage internal and external communications. Vendor relationship management. Manage departmental time and expense reports. Administrative functions including preparing budgets and reports, maintaining sales records, and managing expense account reports. Arrange travel for executives, managers, and account representatives. *Inside Sales Representative:* Manage relationships with prospects and recurring customers. Research and identify prospects in specific industries using the internet and internal databases. Provide engineering and sales information to customers re: company services. Prepare and deliver quotes; transition leads to industry Account Executives. Assist in preparing sales presentations for Account Executives. Generate sales forecasts and reports using database applications. Monitor market conditions, competitor's prices, and sales.