

# Kim McKenzie

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## QUALIFICATIONS

- ✓ 6 years of consulting experience at a junior level
  - ✓ 15 years of experience with various aspects of Account Management and Customer Relations
  - ✓ Strong customer focused background with a proven track record of exceeding business objectives
  - ✓ Ability to thrive in a fast-paced high pressure environment and adept at managing multiple projects with tight deadlines
  - ✓ Well-developed interpersonal and communication skills
  - ✓ Exceptional attention to detail and effective organizational skills
  - ✓ Well-versed in spreadsheet and word processing packages
  - ✓ Honours Bachelor of Science degree from University of Toronto
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## PROFESSIONAL EXPERIENCE

### ***Junior Consultant***

***2007 - present***

#### ***Elenchus Research Associates***

*Retained by Elenchus Research Associates to provide support and case management for client participation in regulatory proceedings.*

### ***Junior Consultant***

***2004 - present***

#### ***RFH Associates***

*Retained by RFH Associates, a boutique strategy firm, to provide consulting services as well as manage a virtual office.*

#### **Achievements:**

- assisted with the strategic management of the preparation and delivery of the Province's T4As for the 2005 taxation year
- coordinated and managed multiple work units across various ministries
- assisted in a project for the Government of Ontario which involved a study of the Provinces bank reconciliations
- involved with the overall organization and development of formal responses to RFP's
- assessed the current structure of the office and identified areas in need of improvement and determined a resolution that would result in savings to the current owner as well as increased efficiencies

### ***Junior Consultant – Business Process Improvement***

***2003 - 2007***

#### ***DJR & Associates***

*Retained by DJR & Associates, a boutique consulting firm, to provide guidance and assistance in the area of business process improvement for a large local distribution company.*

#### **Achievements:**

- key contributor to a team engaged by the Customer Service group of a mid-sized corporation to develop process improvement strategies in several areas including customer contact, billing, collections and customer management
- as part of the final documentation prepared for the client, we:
  - ~ defined in detail the current customer service business processes
  - ~ designed process improvement maps that depicted the current situation
  - ~ identified key issues impacting the customer service business processes
  - ~ assessed and evaluated options for business process improvements
  - ~ proposed process improvement solutions
  - ~ designed process improvement maps that incorporated process improvement resolutions

**Senior Account Manager**

1991 – 2003

**Harbour Printing and Distribution Limited**

Over 14 years experience as an account manager and customer service professional in the printing industry at a mid-sized company. Managed several of the company's largest and most lucrative corporate clients and ensured that all client needs and specifications were met. Clients included Moore Business Forms, Relizon, Grand & Toy, CIBC and Nesbitt-Burns.

**Achievements:**

- assumed responsibility for an existing account and increased account volume by 35% in one year
- exceeded annual performance targets resulting in annual bonuses and increased responsibility
- significantly contributed to the company's overall profitability through the effective management of the large accounts
- established strong client relationships based on client trust, service excellence, quality products and superior results
- maintained a strong market presence for the company through on-going face to face meetings with customers and the implementation of service improvement recommendations from customers
- headed the implementation of the re-branding of all corporate materials for a large investment bank
- managed and coached customer service representatives resulting in effectiveness of staff
- led, planned and implemented social functions within the organization to facilitate team building and strengthen company morale

**Junior Account Manager**

Managed several of the company's small to mid size accounts, effectively servicing their needs while contributing to overall account growth.

**Achievements:**

- assumed responsibility of an existing mid-size customer and streamlined the necessary paperwork involved in handling the account and reduced response time to client requests
- assisted in the timely and accurate preparation of responses to request for tenders, ensuring the consistent quality and delivery of proposals
- revamped account data base to detail and summarize monthly activities for customers
- instituted aggressive pricing, based on client history and knowledge of suppliers and products in the marketplace while meeting profit targets
- managed project to implement a new computerized inventory package resulting in the ability to track, plan and satisfy customer inventory requirements. This had a positive impact on the company's revenues
- participated in the hiring process, screening resumes, conducting first interviews and skill assessment

**Customer Service Co-ordinator - Production Department**

Acted as a liaison among the Production Department, suppliers and customers to ensure client needs and specifications were met.

**Achievements:**

- managed and coordinated all aspects of order production (artwork, proof, film, order preparation, ordering stock, execution of orders, outsourcing)
- minimized work load of Production Manger due to effective handling of client needs
- generated basic quotations for the printing needs of various customers in a timely and professional manner
- provided after sales service to clients to ensure resolution of customer needs to their satisfaction

**EDUCATION**

**Bachelor of Science** from the *University of Toronto* 1991

**COMMUNITY INVOLVEMENT**

|            |                                     |                |
|------------|-------------------------------------|----------------|
| Volunteer  | Peel Manor                          | 2006 – present |
| Big Sister | Big Sisters of Peel                 | 2001 – 2005    |
| Treasurer  | Brampton Youth Hockey Association   | 2001 – 2002    |
| Supervisor | Children's Aid, Family Visit Centre | 1993 – 1994    |
| Instructor | Brampton Parks & Recreation         | 1986 – 1990    |