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Objective: Seeking new opportunity utilizing 25 years of print and promotional industry experience both selling and outsourcing various print and promotional verticals.

EXPERIENCES

ePromos

Order Resolution Specialist

2017-2020

- Manages the Q/A process life cycle from problem identification through resolution and development of corrective actions.
- Investigates customer complaints and non-conformance issues. Determines root cause, has timely contact with customer for prompt resolution.
- Responsible for creating a timely follow-up process that addresses and utilizes insights gained to recommend process improvement initiatives.
- Consistently creates a Best in Class customer experience that fosters the brand.
- Meets quarterly with Sales, Support, and Merchandising Team to discuss Q/A trends and identify training needs and process changes to avoid reoccurrence.
- Works cross functionally with Training, Marketing, and Merchandising to bridge gaps in customer experience and develop programs to foster the brand.
- Collaborate with Training Department to make sure employees understand Q/A pitfalls and educate on policies and procedures.
- Ensure systems used in Q/A are properly maintained (e.g., Q/A audit records, training records).
- Document and monitor performance by gathering relevant data and producing statistical reports detailing quality/compliance trends and service failures.
- Prepare reports, develop, and recommend corrective and preventive actions.
- Coordinate audits on external vendors and interface with Merchandising on supplier related issues.
- Lead continual development and progression of Q/A process, evaluation of tools and possible future integration.
- Performs other duties as requested or assigned.

Skills Required:

- Proven ability to deliver Best in Class customer experiences including effective probing, listening, and ability to identify customer needs and determine appropriate solutions.
- High comfort level with follow-up on customer complaints and ability to turn a negative situation into a sales opportunity

- Ability to organize, plan and meet deadlines
- Ability to communicate effectively with strong verbal and written skills.
- Solid problem analysis and problem-solving skills.

Pinnacle Promotions Account Manager / Key Accounts / Bus Development 2015-2017

- Responsible for cold calling inactive clients to re-establish contact and create new opportunities.
- Dependable, organized and highly motivated team player. Well respected by peers, suppliers and clients.
- Lead in multiple presentations both at trade shows as well as client settings.
- Worked in fast paced environment answering live chats and phone calls from general public while also maintaining book of over 200 accounts.
- Efficient in multi-tasking while also being proactive with client outreach.
- Sales growth of 60% in 2 years.
- Extremely positive personality.

Standard Register/Taylor Communications Account Manager / Customer Service 2012 – present

- Responsibilities included coordinating and placing multiple orders for 100+ buyers inside Fortune 500 account, focusing on goods within the print and promotional products arena.
- Wide ranging activities within account including inventory management, ideation, order placement and support for multiple reps and buyers.
- Attending ASI trade shows and meeting with promotional suppliers to stay up-to-date on current trends within promotional industry.
- Remaining in constant contact with trade printers to review equipment lists, scheduling, and purchasing opportunities.

WorkflowOne /Standard Register Sourcing Products Specialist 2007 - 2012

- Instill confidence among reps across the SE region strategically sourcing, tracking and managing all projects (while leveraging key supplier relationships), and earning additional margin opportunities.
- Develop key B2B relationships among trade partners and Standard Register.
- Responsible for managing large number of live jobs providing on time estimates showing positive GP margin.
- Understanding capabilities and strengths of multiple certified trade partners among many categories including web, offset, digital, forms and labels, large format, direct mail and promotional products.

- Manage large number of CSR's across the region to understand needs of multiple reps and individual projects.
- Assist reps with presentations educating prospective clients to advantages of NetSource sourcing capabilities.
- Managing key client relationships to enhance account confidence and supplement the sales / relationship function.
- Proficient in Netsource /Salesforce sourcing platform
- Responsible for press checks

WorkflowOne Account Executive 2005 – 2007

- Responsible for learning new product line - promotional items and educating previous print accounts to new sales opportunity.
- Develop new client base focusing on new product categories.
- Education of prospective clients to variety of sales opportunities

Tucker Castleberry Printing Account Executive 2003 - 2005

- Developed new client base through cold calls and servicing former clients for Atlanta's top commercial printer.
- Increased sales 55% over three years
- Comfortable in presentations for companies with printing budgets in excess of 1 million dollars.
- Awarded 2004 PIAG Award of Excellence and Best of Category.

Keystone Press Account Executive 1999 - 2003

- Increased sales and accounts over 50% in four years
- Became #2 sales executive within four years of joining company
- Instrumental in leading team with new marketing strategy to improve sales

Center Printing and Office Supply Account Executive 1983 - 1999

- Developed marketing plan for million dollar company
- Responsible for servicing retail clients as well as secure contracts with large corporations for print/office supply buys.
- Developed capacity to work well within large groups
- Responsible for payroll.

Southeastern Recruiting Chief Executive Officer 1983 - 1999

- Publisher and Editor of Sports related newsletter and magazine
- Solely responsible for advertising, marketing, membership, layout and design of multiple issues each year.
- Expanded subscription from 100 to over 5000
- Routinely spoke with media covering 5 states via call in radio talk shows and newspapers around the Southeast
- Regarded as expert opinion quoted in Miami Herald and Atlanta Journal and Constitution.
- Established and implemented 900 phone system with daily updates.
- Public speaking to groups in excess of 300 attendees.

Education

Florida State University

Bachelor of Arts and Sciences – Communication

- * Major: Public Relations Minor: Psychology
- * Phi Kappa Tau Fraternity – Offices held include Vice President, Rush Chairman.
- Internships with Florida State University Dept. of Media Relations and Department of Health and Rehabilitative Services.

Interests include Triathlons, Family and Church activities

References available upon request