

Teresa Ontko, PMP

3420 Meadow View Road, Edmond, Oklahoma 73013
(home) 405.203.4351 * (cell) 405.203.4351 * tontko@sbcglobal.net

Employment Target: Project Management

Goal: To accept a leadership opportunity utilizing management, technical and operational skills to develop and carry out projects to the satisfaction of both internal and external customers.

CORE QUALIFICATIONS

Offering: Sound business and management practices employing a philosophy for consistent growth, profitability and competitive dominance demonstrated by experience, skills and knowledge base including:

OPERATIONS:

- Database/MIS Tech Support
- Quality Control & Loss Prevention
- Budget/Cost Controls/Profitability
- Policy Development & Implementation
- Inventory/Purchasing/Vendors
- Accurate/Records/Administrative

HUMAN RESOURCES:

- Leading/Coaching/Encouraging
- Ethical Practices & Behavior
- Employee Training/Development
- Communicator/Team Builder
- Constructive Discipline
- Team Builder

CUSTOMER SERVICE:

- Customer Satisfaction
- Insightful, Win-Win Negotiator
- Multi-Cultural Experience
- Gently Assertive
- Sales/Marketing/Merchandising
- Represent Corporate Brand

===== PROGRESSIVE PROFESSIONAL EXPERIENCE =====

THE MORRISON GROUP, INC., EDMOND, OK

1997 TO 2008

Formerly Morrison Distribution & Marketing, Inc.

➔ PROJECT MANAGER/ASSISTANT TO THE PRESIDENT, PMO - Project Management Office (2005 - 2008)

Headed PMO Projects for internal and client projects. Developed and maintained project status reports distributed to stakeholders. Mentored employees throughout client driven projects. Monitored and reported progress of annual corporate goals for each business unit. Acted on behalf of President/Owner in his absence, and assisted department managers with diverse business decisions including pricing, operations, sales, accounting, marketing and graphics, printing and production. **Projects and Accomplishments include:**

- **Developed**, managed and implemented projects, schedules, budgets, status reports, all to the satisfaction of stakeholder's expectations. Managed all RFP responses.
- **Envisioned** and managed new company-wide, Project Management Information System that included: Phase One: Software development and Phase Two: Implementation and Training all employees.
- **Ensured** on-going quality and efficiency of PMIS that provided structure, efficiency and accountability to departments within the organization; developed and documented policies for project submissions via PMIS.
- **Developed** and documented corporate policies and procedures for three departments -- Computer Graphics, Pricing, Purchasing, and for manufacturing processes.
- **Built** and maintained customer and vendor relationships as the liaison to manufacturers.
- **Collaborated** with corporate and intellectual property attorneys in developing legal documents protecting the company and its brands.
- **Formulated** and initiated the change process and managed changes to the system, processes or policies resulting in achieving the agreed upon product within a controlled environment of stakeholder approvals, cost/schedule and quality control, and consistent project communications.
- **Reviewed** and authorized vendor contracts, vendor service agreements, product distribution contracts, contract addendums, and licensing agreements for executive signature.

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➔ NATIONAL DIRECT SALES & MARKETING MANAGER

(2004 – 2005)

Managed, evaluated and mentored 6 sales people in a nationwide direct business to business call center environment with top priority on building morale and increasing sales. Authorized payroll and sales commissions. Developed multi-faceted incentive and marketing program that included call campaigns and promotions, layout and copy for product brochures, product inserts, tradeshow materials, presentation materials, etc. Proofread, revised and approved all marketing materials and collateral. Created sales reports for management and accounting. **Sales Results and Accomplishments include:**

- **Trained** and mentored sales personnel **into** a competitive team that grew weekly sales from **\$56K** to **\$75K** consistently, and setting a weekly sales corporate record at **\$121K**.
- **Created** an environment for sales success – a winning philosophy and competitive incentive program that resulted in both individual and team success.
- **Developed** and maintained product sales manual; and conducted new and existing product training.
- **Educated** and trained sales professionals on corporate mission and programs such as customer rebate and equipment rental.
- **Managed** corporate tradeshow event calendar including budgets and cost controls, booth design and construction, shipping, tracking; and on-site logistics such as electricity, water, set up and staffing.
- **Developed** communication tools (letter and e-mail templates) to assist in efficiency, professionalism and corporate image control.
- **Volunteered to manage** additional functions of Sales Manager, as a special project for 11 months; promoted.

➔ MARKETING MANAGER PROJECT MANAGER

(2001– 2005)

Co-planned with president, annual promotion strategies and events including new projects and product development, target markets and potential clients. Focusing on cost controls, analyzed costs, database numbers, promotions, waste and excessive shipping charges to develop a preliminary budget for subsequent approval. Maintained and updated project checklists for annual risk analysis. Managed sales support coordinator and ensured policy compliance from remotely located sales staff. **Projects and Accomplishments include:**

- **Managed** annual Collectible Bear Projects for major oil companies including managing design of the collectible, marketing, packaging, and the US/China import/export expediter, training sales department.
- **Orchestrated** new Digital Print Shop development project to completion including procedures, jobs requests, standards, production timelines and products.
- **Worked** with a team relocating shop to a larger, off-site location which included electronic transfer of data/graphics, production area, fulfillment and staging areas, raw material and finished goods inventory, shipping and invoicing.
- **Lead** a team in the development of new products, both internal and client driven products; managed development processes.
- **Reviewed** all new project requests; gathered and presented qualifying information to management for approval of development initiation.
- **Managed** and scheduled direct mail sales campaigns, design of mailings, and outsourcing of printing and mail services; managed tradeshow coordination, logistics, budgets, and booth designs.
- **Developed** product brochures including initial layout sketches, product features and benefits.
- **Created** and maintained an itemized spreadsheet of materials, costs, specifications and manufacturers for final cost accounting.

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➔ PROJECT/ SALES SUPPORT MANAGER

(1997-2001)

Focused on managing and supporting internal and external client relationships and projects including scope, schedules, resources, budgets, inventories, client approvals, and outsourced vendors. **Managed** sales support coordinators, ensuring that company policies were being met while providing project support to a remotely located sales staff. **Directed** computer graphics while designing client logos. Sketched brochure layouts and researched features and benefits of products for brochure copy. **Project Support and Accomplishments include:**

- **Provided** Project Management and direct line of communication for major oil company clients.
- **Managed** major client relationships on a daily basis.
- **Trained** new remote sales force on products, industry knowledge, and internal company policies.
- **Developed** processes to effectively communicate with new remote sales force.
- **Hired and trained** sales support coordinators to support remote sales force and their projects.
- **Developed** tools to provide information and tracking for sales force projects.

===== EDUCATION =====

NORTHEASTERN STATE UNIVERSITY (NSU), Tahlequah, Oklahoma
Bachelor of Science: Marketing and Tourism Management
American Marketing Association - NSU Collegiate Chapter – Vice President
1st Annual NSU Business Alumni Day – Student Organizer
NSU Student Guide
NSU Kazoo Band - Charter Member (approx. 150 members)

LICENSE/CERTIFICATES

Project Management Professional (PMP) Certification

TECHNICAL SKILLS

Microsoft Windows: Vista, XP, 2000; Office: 2007, 2003, 2000, (Word, Excel, Outlook); Microsoft Project 2007; Creative Manager Project Management Information System; Internet Explorer, firefox; Central Desktop Collaboration tool; Xerox Workcentre Multifunction Printer, Xerox DocuColor Production Printer

SPECIALIZED TRAINING

Quality Education System (Total Quality Management) – Philip Crosby Associates, Inc.
Front Line Leadership
Professional Sales Methods I
Ultimate PMP Prep Course – self directed

PROFESSIONAL MEMBERSHIPS

- Project Management Institute – 2008 to Present
- Project Management Institute, OKC Chapter – 2008 to Present
- 2009 Fall Conference Planning Committee – Sponsor/Vendor Committee Lead
- 2009 OKC PMI spring symposium planning committee member – Sponsor & Vendor Lead
- Total Quality Management- Continuing Action Team Member

References Available