

# RITA KIEN

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## PROFILE

Materials Management professional with extensive experience in applying innovative, state-of-the-art concepts to reduce costs and increase efficiency. Articulate and results-oriented in leading diverse multi-functional project teams, and in enhancing performance and profits. Core Strengths

- Materials / Inventory Control
- Cost Containment & Reduction
- Vendor Consolidation
- Conflict Resolution
- Supplier Sourcing & Analysis
- Warehousing
- Production Project Management
- Staff Development & Leadership
- Vendor & Client Relations
- Procurement
- Contracts & Pricing
- Competitive Bidding & Trade

## EXPERIENCE

IMAGE CORPORATION, St. Paul, MN 2009 to Present

Provider of high-tech, diversified communications and document services to financial, legal and corporate clients.  
Production Specialist / Purchaser / Materials Management

- Negotiate with vendors on print job pricing. Manage jobs, from creating purchasing orders, to proofing, shipping and billing.
- Manage 8 internal accounts, ensuring quality and efficiency of business cards, stationery and envelope print jobs.
- Handle a 300-item inventory for future fulfillment, for clients such as McDonalds, Avis and Cendant Corporation.
- Collaborate with Print Shop on new account setup/processing/inventory. Work closely with Estimating, Pre-Press, Production, Typesetting, Creative and Marketing departments to ensure customer satisfaction.
- Serve as Point-of-Contact for selected accounts, participating in product marketing, promotion and production.
- Led the installation of a final check point that decreased the reprint ratio from 2% to less than .5% in 1 month
- Trained customer service, purchasing and fulfillment staff for Image's Boston Division - up and running in 1 month.

BARRETT BUSINESS PRODUCTS, St. Paul, MN 1999 to 2009

Provider of business solutions, ranging from furniture, to high-tech communications systems.

**Office Furniture Buyer / Used Furniture Warehouse Supervisor**

- Purchased new and used furniture for resale to business and government offices.
- Controlled inventory for 100+ new furniture items and 300+ used furniture items.
- Revitalized Barrett's Used Furniture area, involving purchasing, restoration, merchandising display and resale.
- Increased Used Furniture revenue from \$2000/month in 1996 to \$40,000/month in 1999.

2001 to 2006

**Inside Sales Consultant**

- Served as liaison with customers, as well as sales, marketing, vendors, warehousing, accounting and service departments.
- Consulted with walk-in customers to ascertain and meet their buying needs; managed operations as needed.
- Recognized for meeting or exceeding sales quotas.
- Managed inventory purchasing/control of office supplies, including trade show attendance/buying

1999 to 2001

### **Shipping and Receiving Clerk**

- Received, stocked, filled and shipped customer orders.
- Promoted to Sales role based on thorough knowledge of up to 4,000 pieces in office supply inventory

### **OTHER CAREER SUCCESSES**

- Nominated for Barrett C.A.R.E. Award ten times; attained it five times. Award is given for exceptional performance in customer service, teamwork, ideas, self-development and quality/continuous improvement process.
- Balanced part-time sales job with Cellular 2000, while working at Barrett and Image full time (1997 - 2001).
- Gained experience with large, extensive inventory working at Home Depot, 1988 - 1989, right out of high school.

### **PROFESSIONAL DEVELOPMENT**

- Participated in ISO 9001 Certification Process
- Total Quality Network Program Training
- Technology Proficiency: PC and AS/400s, MS Office (Word, Access, Outlook, Excel), Lotus Notes, Publisher, Internet savvy.