

LAURA RICKE

SUMMARY

- 10 years Small Business Owner
- 17 years Sales Professional
- Excellent Writing, Administrative, and Data Management skills

EXPERIENCE

2002- Present Western Kentucky University Bowling Green, KY
Office Coordinator

- Developed a searchable database for the position hiring process
- Procurement and reconciliation for six budget accounts totaling \$360K
- Responsible for data management and website maintenance
- Assist in preparation of the University's Affirmative Action Plan
- Assist in the investigation of harassment and ADA complaints
- Grant writing and reporting

1991-2001 Lind-Laur, Inc. Elizabethtown, KY
dba R & L Office Equipment
Secretary/Treasurer; Sales Manager

- Serving as officer of the corporation, involved in all aspects of running a successful Xerox Sales Agency
- Increased Sales Revenue from \$420 K to \$ 2.6 million through growth in territory and customer base
- Acquired knowledge of personal computers, office software programs, and networking as necessary to educate, consult, and recommend solutions to clientele
- Trained sales representatives and support personnel
- Presented persuasive proposals to address customer needs and provided excellent customer service to maintain long term, mutually satisfying business relationships
- Consistently over achieved the Xerox benchmark of 93% in customer satisfaction.
- Nominated by a customer in Xerox's Search for Heroes

EARLY PROFESSIONAL EXPERIENCE

1989-1991	Proctor & Gamble, <i>Paper Division</i>	Cincinnati, OH
1987-1989	Associated Brokers of TN, Inc.	Nashville, TN
1986-1987	Kraft Dairy Group	Nashville, TN
1984-1986	KY Pen Wholesale Company	Louisville, KY
1982-1984	DESA International	Bowling Green, KY

EDUCATION

2005 (expected) Western Kentucky University

- Completed 27 hours graduate course work to date towards MBA and certificate in Organizational Communication

1983 Western Kentucky University

- B.A., Advertising
- Graduated Summa Cum Laude
- Outstanding Senior Advertising Student

Continuing Education

- Xerox Sponsored Training: Buyer Focused Selling, Professional Selling Skills II, XAMP- Xerox Account Marketing Process
- Workshops and classes: Microsoft Office, Macromedia Dreamweaver, Grantmanship, Power Communication Skills

VOLUNTEER SERVICE

- SOKY Soccer, *Tournament Support and Adopt a Highway Program*
- Warren County Parks and Rec, *Coach*
- North Warren, Warren East Middle School, *PTO Officer, 7 years*
- Girl Scouts, *Troop Leader, 3 years*
- Church, *Missions, 6 years*
- Lady Raider Soccer Boosters, *Treasurer, 3 years*
- Warren County Board of Ed, *Local Planning Commission, 2 years*