

TRACEY HELMAN

OFFICE MANAGER
CREATIVE DIRECTOR

tracey.helman@gmail.com

LINKEDIN.COM/IN/TRACEY HELMAN

(937) 214-0505

ENGLEWOOD OH 45322

PROFILE

Office Manager / Creative Director with over 14 years of experience providing administrative support and interfacing with facility management and IT. I possess strong multi-tasking skills, with ability to simultaneously manage several projects. Focused on providing the best support & solutions to ensure effective & efficient work processes. I am also tech savvy.

KEY SKILLS AND CHARACTERISTICS

- Team Building & Support
- CRM Systems
- Organizational Skills
- Computer Proficient
- MS Office Suite
- Adobe Creative Suite
- WPM: 90 / KPM: 180
- Quickbooks
- Payroll
- Problem Solving
- Leadership
- Attention to detail
- Website & Social Media
- Management
- Logo Design
- Product Marketing
- Google Analytics
- Google AdWords
- SEO

EXPERIENCE

MARKETING COORDINATOR

WCR INC. - FAIRBORN, OHIO

DECEMBER 2017 - MAY 2020

Developed written procedures for more effective & efficient training • prepared reports for: sales, accounts receivable, client leads, & sales commissions • Developed efficiency enhancing workflow / process improvements • Developed, implemented & executed strategic marketing plans for 7 US divisions as well as in Europe • Produced concepts for company branding, promotional campaigns & marketing communications • Distributed, tracked, replenished & evaluated effectiveness of marketing materials • Evaluated trends & assessed new data from analytics • Maintained consistency of brand management & corporate identity • Interfaced with IT to situate new employees and regarding IT issues • Implemented office supply inventory control & standardized office ordering procedures • Designated primary controller of company CRM system with goal of getting company sales teams to utilize it to its full potential • Trusted with confidential corporate information • Provided support in other areas / departments where needed

CREATIVE DIRECTOR

IMS TECHNOLOGY & SECURITY - MORAIN, OH

JANUARY 2015 – SEPTEMBER 2017

Maintained appointment calendars for technicians as well as Owner • Performed basic accounting functions including books reconciliation • Audited vendor billing, corrected errors, and cured inefficiencies to yield an office savings of 2% in the first six months. Answered, screened, and transferred an average of 40 telephone calls per day. Developed office operational guidelines for staff members increasing efficiency.

CREATIVE DIRECTOR

GREENEWIRELESS – XENIA, OH

JANUARY 2008 – FEBRUARY 2016

Maintained appointment calendars for technicians • Responsible for accounting functions including reconciliation, payroll, accounts payable & accounts receivable • Audited vendor billing, corrected errors, and cured inefficiencies • Provided customer support • Developed office operational guidelines

OFFICE MANAGER

NETWORK EXPERTS - XENIA, OH

JUNE 2006 – DECEMBER 2007

Developed & implemented office operations & procedures • Primary contact for contract customers • Controller for accounts payable, billing, payroll & scheduling • Ensured security of confidential data • Managed client contracts & reviewed upon renewal • Reviewed & selected new hire applicants

ACTIVITIES AND INTERESTS

Animal Rescue • Bicycling • Home Improvement • Furniture Restoration
• Traveling • Sewing

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PROFESSIONAL REFERENCES

Debbie Riesbeck
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Shailany Walker
Export Sales Manager, *WCR Inc*
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Stephanie Kellar
Intl Sales / New Units, *WCR Inc*
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EDUCATION

ASSOCIATE DEGREE IN APPLIED SCIENCE – GRAPHIC & WEBSITE DESIGN
OHIO INSTITUTE OF PHOTOGRAPHY & TECHNOLOGY
2006 • GPA 3.9

CERTIFICATE IN BUSINESS ADMINISTRATION & ACCOUNTING
UPPER VALLEY JOINT VOCATIONAL SCHOOL
1993

GENERAL STUDIES

HOUSTON HIGH SCHOOL
1993

OTHER CERTIFICATIONS – HEALTH & SAFETY

Computer Security • Pandemics: Slow the Spread • Emergency & Fire Preparedness • PPE • Bloodborne Pathogens • Portable Fire Extinguisher Safety • Electrical Safety • Compressed Gas Safety • Lock & Tag • Silica Hazards • Hazard Communication • Cold Stress • Flammable Liquid Safety

VOLUNTEER & OTHER ACTIVITIES

WRIGHT DRAMA CLUB

2020 – PRESENT

Provide assistance to play director on artwork for print materials like backdrop (large format), print materials, shirt designs, and also provided costume guidance (including locating fabric design & sewing assistance)

ANIMAL RESCUE

2006 – PRESENT

Rescue & foster hard to place dog breeds until permanent homes are found. Provide relocation services / transportation throughout the United States as mobile animal rescue.

CREATIVE CONSULTANT

2006 - PRESENT

Provide consultation & project management for website, logo & other creative services to allow clients focus on their business. Clients are law office, sports venues, hair salons, small businesses, & large corporations.

XENIA AREA COMMUNITY THEATRE

2012 – 2014

Designed, printed and prepared Playbills