

# GRETCHEN EGGING

LOS ANGELES, CA | 310.871.4484  
GRETCHENEGGING@GMAIL.COM

## PROFESSIONAL PROFILE

A highly adaptable and driven Manager, with a proven track record of streamlining operations, improving processes, and going above and beyond role to deliver exceptional results and client service

## WORK EXPERIENCE

**CLEAResult CONSULTING**, Los Angeles, CA, 10/2012 – Present

[FORMERLY NON-PROFIT PORTLAND ENERGY CONVERSATION INC (PECI), ACQUIRED 10/2014]

### OPERATIONS SUPERVISOR

- Work directly with high-profile clients to plan and implement greening and rebate initiatives
- Exceed role by expertly managing the Key Account Management support team, using creative problem-solving and prioritization skills to ensure critical timelines are met, and maintaining a strong pipeline by effective relationship building and account management
- Collaborate cross-functionally to project manage intensive rebate initiatives, applying strategic approach and diligent work ethic to coordinate resources, evaluate and track marketing efforts, and directly support customers, clients, contractors and technicians through support hotline
- Maintain continuous alignment of program scope with strategic business objectives, and contribute to quality services by closely following program developments and by playing active role in program documentation
- Ensure integrity and consistency of Salesforce data used to track KPI's, developing and memorializing best practices and boosting client confidence through accurate program performance data
- As conduit between contractors, technicians, clients and customers, optimize communication between technical and non-technical stakeholders, and troubleshoot and resolve issues
- Guide marketing team to develop results-driven messaging and visual branding, including e-newsletters, client presentations, case studies and more, tracking performance to inform future marketing strategies and initiatives
- Gather requirements, analyze needs, and design/update Salesforce reports to evaluate program performance

### KEY PROJECT: Southern California Edison HVAC Optimization Program

- As member of 40-person team, provide critical support to 75 contractors, 290 technicians and 365 customers to process \$9M in rebates/incentives to date
- Define and reengineer strategic incentive procurement plan, transforming rebate issuance time from 63 to 3 days by automating, systematizing and streamlining documentation process, while maintaining 100% accuracy (personally processed 14K+ individual rebate packets since launch in June 2013)
- Inform organization and execution of trade events for 100+ senior decision makers from 45+ HVAC contractors
- Continually hone internal procedures manual and contractor manual, training new hires on best practices

**ACCOLADES:** Received top 10% rank company-wide for 2013 performance review; promoted from Senior Project Coordinator after exhibiting strong dedication and client service

**VANPORT WAREHOUSING**, Mira Loma, CA, 7/2005 – 10/2012

### GENERAL MANAGER

- As sole manager for all aspects of production at full-service paper manufacturing and distributing company, oversaw inventory management, quality improvement, safety, human resources, scheduling and maintenance
- Oversaw daily operations of 40-50 employees with responsibility for all Human Resources issues
- Successfully monitored 100,000 unit inventory, maintaining 99.98% inventory accuracy rate over 7 years
- Decreased office expenditures 15% by identifying and implementing cost-saving controls and SOP's
- Created master schedule by analyzing production specs, establishing sequencing and setting lead-times to meet strict shipping dates, applying sales forecasts and production requirements for up to 20 orders concurrently
- As company Safety Coordinator, conducted audits of Cal/OSHA safety processes, identifying critical gaps in existing protocol and designing corrective strategies
- Researched, authored and implemented employee handbook, documenting all standard operating procedures
- Initiated and led overhaul of company's website, including performing all design and programming work in order to improve readability, user-friendliness, functionality and branding, and developing first digital marketing plan
- Served as point of contact for clients and vendors, with responsibilities including troubleshooting, explaining delays, proposing alternatives and fine-tuning processes to suit complex requirements
- Increased communication, both vertically and horizontally, across the company, implementing open door policies and one-on-one meetings to effectively boost morale and maintain low employee turnover rate
- Developed strong legal and problem-solving skills while acting as point person in all contract negotiations between vendors and landlord, as well as on workers compensation claims and OSHA regulations

**SUSAN G. KOMEN FOR THE CURE**, RACE COORDINATOR, Seattle, WA, 12/2004 – 7/2005

**HOME ALIVE**, BOARD OF DIRECTORS, 05/2002 – 7/2005 (nonprofit offering self-defense classes)

**PHOTOGRAPHER, TRAVELER, WEBLOG DESIGNER, CLIMBER** (summitted Mount Kilimanjaro, 19,341 ft.)

## EDUCATION + CERTIFICATES

**Bachelor of Arts**

**Comparative**

**Literature + Cinema**

**Studies**

**Minor**

**Spanish Language +**

**Literature**

University of

Washington

Seattle, WA

**Certificate**

**Business**

**Communications**

Duke University

Durham, NC

**Certificate**

**Teaching English as**

**a Foreign Language**

**(TEFL)**

i-to-i at Loyola

Marymount University

Los Angeles, CA

## TECH SKILLS

**Proficient in**

MAC+PC

Microsoft Office

(Word, Excel,

PowerPoint,

Outlook)

Adobe Suite

(Photoshop,

Lightroom, Illustrator)

XHTML/CSS/PHP,

Wordpress,

Salesforce

Proprietary analytics

software (Finality)

## ADDITIONAL INFORMATION