

MAUREEN C. JONES

SUMMARY

- Accomplished manager seeking position that can utilize knowledge and skills.
- Strong academic training.
- Extensive experience covering a wide spectrum of systems management in distribution.
- Demonstrated expertise in the retail industry.
- Compelling negotiator with excellent communication skills.
- Proven skills in training staff and subordinate personnel.
- Computer literate using proprietary systems.
- Detail oriented with established proficiency, creativity, leadership, organizational and problem-solving know-how.

EXPERIENCE

FEDERATED DEPARTMENT STORES

Progressive increases in responsibility and position in the same organization since 1984:

Manager of Support Services, Big Ticket Distribution

August 1996 to present

FEDERATED LOGISTICS - MACY'S, BLOOMINGDALE'S, AND STERN'S • EDISON, NJ

Manage a number of support services for reservation and delivery operations. Direct two managers and 20 subordinate personnel in:

- Loss prevention in all facilities, including satellite locations.
- Maintaining bedding replenishment stock levels for all three divisions.
- Overseeing customer service concerning all delivery problems.
- Handling all aspects of systemic deviations from normal delivery operations for all 100 stores.

Separately serve as a direct liaison with programmers to resolve any system problems. Fulfill a key role in training personnel in all departments to utilize and better understand the system and operational warehouse procedures. Plan, implement, and reconcile bi-annual physical inventories in all warehouses. Review, approve, or deny problematic vendor invoices.

Accomplishments:

- Developed a successful loss prevention program in Edison, which was subsequently instituted in all Federated Furniture Divisions nationwide.
- Instituted a cross-training program that reduced overtime significantly.
- Served a major role in reconciling the different computer systems of three divisions to operate on a single standard.

Office Operations Manager

April 1988 to August 1996

BLOOMINGDALE'S FURNITURE DISTRIBUTION CENTER • MASPETH, NY

Served as system liaison and trainer for Bloomingdale stores and warehouses, directing five managers who supervised as many as 50 employees. Oversaw a number of functions for this furniture distribution center, including customer service, all back-office delivery operations, store inventories, housekeeping, and maintenance of system hardware. Exercised full budget responsibilities, administering inventory control and ordering of all supplies for a warehouse with 400,000 square feet of space and containing more than 60,000 units of merchandise.

Accomplishments:

- Implemented a direct accounts receivable system, which facilitated a systemic customer credit verification and billing that superseded a prior manual system.
- Implemented the Bloomingdale big ticket system into the A&S process, training an A&S staff of four managers and 15 employees.
- Served a key role in the conversion of the proprietary big ticket system to the Federated Systems Group Reservations Delivery System.

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EXPERIENCE continued:

Unit Control Manager *September 1985 to April 1988*

BLOOMINGDALE'S FURNITURE DISTRIBUTION CENTER • MASPETH, NY

Began working as an Assistant Manager of Inventory Control, advancing to Unit Control Manager in March 1986. Directed two managers and a staff of 32 personnel in inventory control and data entry.

Operations Assistant *September 1984 to September 1985*

BLOOMINGDALE'S • NEW YORK, NY

Hired, trained, and supervised 32 employees in the movement of Men's Division merchandise from receipt to point of sales. Served as liaison between merchandising divisions and floor operations support services. Prepared budgets and scheduling.

ISACO INTERNATIONAL CORPORATION • NEW YORK, NY

Account Executive *March 1984 to August 1984*

Sold to numerous small stores in New England and the Midwest for this tie manufacturer. Assisted in all phases of marketing. Handled the Bloomingdale's Department Store account.

BLOOMINGDALE'S • HACKENSACK, NY

Department Manager, Men's Dress Furnishings *April 1982 to March 1984*

Began working as an assistant buyer in the New York store in Men's Furnishings. Advanced in September 1982 to assistant department manager in Men's Sports Department in New York and subsequently to Department Manager of Men's Dress Furnishings in Hackensack. Oversaw one manager and a staff of 30 employees. Regularly coordinated directly with buyers and vendors. Performed visual merchandising. Handled customer service.

EDUCATION

Post Graduate Work in Education *1980 to 1981*

WILLIAM PATERSON COLLEGE • WAYNE, NJ

Bachelor of Arts in American Studies *1977*

RAMAPO COLLEGE • MAHWAH, NJ

References available upon request