

# JESSICA C. ROLLA

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## OBJECTIVE

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To obtain a position in which I can utilize my skills as well as expand my knowledge and experience.

## WORK EXPERIENCE

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October 2017-present                      *McKinsey & Company*                      St Petersburg, FL

### **Executive Assistant**

Provide administrative support to multiple consultants  
Organize and manage time for individuals supported while coordinating heavy scheduling and calendar items  
Plan client and internal calls, meetings, events and conferences  
Manage, organize and process expenses  
Coordinate and manage travel  
Problem solve and prioritize calendars

March 2013-present                      *Geiger Brothers*                      St Petersburg, FL

### **Key Account Specialist**

Create and maintain solid business partner relationships with assigned sales partners and their clients.  
Understand the sales partners' current sales figures and goals, and proactively assist them to meet or exceed these goals.  
Provide aggressive competitive pricing through research and negotiation, when volume goes beyond special pricing with Star Suppliers.  
Obtain quotes, order PSA and spec samples from preferred suppliers.  
Stay current with trends in the industry, and provide timely and innovative solutions to customers' needs.  
Provide direction to specialist functions within the department to assist in attaining goals.  
Provide direction and coordination to specialist functions within Total Care including but not limited to Billing, Billing Expediting, Accts Receivable and Claims.  
Develop and execute marketing plans.  
Educate sales partners and customers on all matters regarding products and services.  
Understand product safety laws and ensure all purchasing adheres to Geiger's and the industry's guidelines for labeling and testing.  
Control and monitor sample costs to stay within business development funds. Coordinate activities with creative and other support personnel as required. Use necessary tools, such as sales analysis, profitability analysis and corporate branding guidelines

January 2013-June 2013                      *Silverton Casino*                      Las Vegas, NV

### **Promotions Representative**

Coordinate creation, delivery and distribution of all special event related collateral materials.  
Coordinate efforts with all departments in the implementation of special event programs.  
Assist in the supervision and hosting of special events, tournaments, parties, etc. as deemed necessary by Director of Marketing.  
Must assure that all employees under their supervision display exceptional customer service to all patrons by communicating in a pleasant, friendly and professional manner at all times.  
Assist guests at the Player's Club with any and all reasonable customer service requests.

August 2012-March 2013      *Corporate Graffiti*      Las Vegas, NV

**Sales Support/Inside Sales**

Administrative support to President/Account Executive  
Sourcing and research of product as well as presentation & product development  
Merchandising, quoting, order processing  
Communicate with various vendors and companies to ensure timelines and requirements are met.  
Build relationships with current and potential customers through sales and customer service

April 2010 – August 2012      *PromoShop, Inc*      Los Angeles, CA

**Sales Coordinator**

Administrative support to account executives whose clients include 20<sup>th</sup> Television, ABC, NBC Universal, National Geographic Channel, GSN, and A&E  
Follow up and communication with clientele as well as vendors  
Sourcing and research of product as well as presentation & product development  
Merchandising, quoting, order processing  
Production follow up and closing jobs for billing, etc.  
Communicate with various vendors and companies to ensure timelines and requirements are met.  
Build relationships with current and potential customers

Jan 2008 – April 2010      *Vantage Apparel*      Avenel, NJ/Santa Ana, CA

**Senior Account Coordinator/Inside Sales**

Oversee all customer service for the contract embroidery facility in Santa Ana.  
Inside Sales for California and Nevada.  
Assist customers with specific needs and make suggestions of additional styles or decoration techniques that might be of interest to their customers.  
Communicate with various departments throughout the company including but not limited to inventory/sourcing, production, graphics, art and shipping.  
Build relationships with current and potential customers.  
Create templates, outlines and other creative resources that customers can use for projects and bids.

**EDUCATION**

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2003-2007      *Kean University*      Union, NJ  
B.A., Political Science - Dean's List

**SKILLS AND KNOWLEDGE BASE**

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Microsoft Office including Word, Excel, PowerPoint, Outlook, and Access, UPS Shipping Software,  
Adobe Photoshop, Adobe Illustrator, ACT, QuickBooks Pro (Data Entry - 75 WPM)

**ACHIEVEMENTS**

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GLAM Ally Member – McKinsey & Company  
Certified Advertising Specialist – Promotional Products Association International  
Continuous Improvement Practitioner – Geiger Brothers  
Sayreville War Memorial HS Varsity Softball 1999-2002 – Varsity Captain 2002  
NCAA Division II Softball 2002-2003