

# Dottie Bessette

Placentia, CA 92870 | 909.728.2225 | [socal1157@gmail.com](mailto:socal1157@gmail.com)

---

## ***Objective***

Sales support and customer service management is where my experience can mostly be utilized to improve customer satisfaction. Create integrated strategies to develop and expand existing customer sales, brand and product evolution. I want to secure a position with a well-established organization with a stable environment that will lead to a lasting relationship.

## ***Skills and Abilities***

I am a highly skilled professional and extremely knowledgeable of the Promotional Products marketing space. I have over 30 years of experience in the industry. I'm very familiar with ESP and Sage.

I'm proficient in Office. Experienced in Salesforce, AS400, Glinx and Xetex billing systems.

I attend regular trade shows to keep up to date on the newest and greatest products in the industry. I meet with preferred suppliers on a regular basis to grow my partnership with them.

## ***Work History***

***Geiger – Lewiston, ME***

January 2016 – June 2020

### **Key Account Specialist**

Geiger is one of the largest family owned and operated, and the largest privately held, promotional products distributor in the world. They provide expert advice and support to our clients, creatively solving their marketing, promotion and motivation challenges.

- As an energetic Key Account Specialist, I supported a very busy sales team. My position was created specifically for business development in the promotional products industry. I am responsible for driving increased sales, improving buying experience and elevating our company profile. Effectively demonstrating products to close sales.
- Create pre-sale presentations by sourcing products that meet their needs. This includes transactional business as well as corporate programs.
- Maintain a professional working relationship with our customers, colleagues, suppliers and management. If it's needed, I provide assistance to our team of Customer Service Reps and help them with proofing and making sure all orders ship on time.

- Great organizational skills, with attention to detail and the ability to multi-task.
- An ability to handle a fast-paced environment and challenging workload, high motivated with a strong desire to succeed.
- Able to process information gathered quickly and effectively to overcome objections.

***Standard Register / Taylor Communications – Dayton, OH***

August 2014 – January 2016

**Account Manager**

- Standard Register is a leading Distributor in both promotional products and print. The company has a total sales volume of over \$100 million and the promo division is ranked #12 in the promotional products industry.
- In my role, I specialized in sourcing product for on line programs, specific events, etc. Using preferred vendors, I created presentations to be sent to the customer. I worked closely with the inside and outside sales team to identify client needs and provide promotional products to meet those needs. I supported over 10 sales reps with 15 national accounts for a total volume of approximately \$10 million.
- I created a promotional products showroom in our facility to be included in client tours

***TMT Branding – Fontana, CA***

January 2014 – July 2014

**Customer Service Manager**

- TMT Branding is a small start-up promotional products distributor.
- I assisted in creating and growing the sales and customer service department.
- Provided sales support for eight sales reps, including entering their orders, sending to the appropriate vendors and tracking them through delivery to the customer.
- I also provided creative ideas and pricing via PowerPoint to the sales force.
- Created a Preferred Vendor List as well as worked closely with the vendors to get the company on terms and acquire special pricing.
- I was responsible for all billing. Received vendor invoices and invoiced the customer.
- Tracked all sales commissions for the sales force.
- Social Media Administrator
- Sold promotional products.

***WorkflowOne / Standard Register – Dayton, OH***

August 2008 – December 2014

**Client Support**

- WorkflowOne is a promotional products distributor that has consistently been in the top 15 distributors for over 10 years.
- Provided sales support to six sales reps with over \$7 million dollars in annual sales.
- Provided creative ideas and pricing via PowerPoint to the sales force.
- Ordered samples and shipped them to the customer.

***T. R. Miller Co., Inc. – Walpole, MA***

June 2001 – August 2008

**Assistant to V P of Sales**

- T R Miller Company is a promotional products distributor with approximately \$20 million in annual sales.
- Provided sales support to the Vice President of Sales with over \$3 million in annual sales.
- Provided creative ideas and pricing via PowerPoint to be sent directly to the customer.
- Worked closely with the customers in helping to grow their brand.
- Entered orders into the system, sent the orders to the vendors and tracked them until delivery to the customer.
- Maintained Showroom and Sample Room. Kept a running inventory of what samples needed to be purged and stocked new products when they arrived.