

**RESUME OF  
CYNTHIA J. COGAN**

811 East 31<sup>st</sup>. St.  
Anderson, IN 46016

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**QUALIFICATIONS SUMMARY**

My qualifications include an extensive background in human resources, marketing, customer service, administration, sales development/training and office management. I have extensive training in office procedures, marketing, sales, computers, payroll and accounting. I have written and implemented training programs and policy/procedure manuals for large corporations, small companies, individuals and have created marketing plans that have opened new avenues of business. The ability to learn quickly and a combination of performance, knowledge, enthusiasm, superior time management, and client contact skills are some of my attributes. I am also a strong negotiator and communicator.

**EXPERIENCE**

9/2015 To 6/2017	CONDUENT Assisting customers with purchases, troubleshooting, and all other customer service functions Anderson, IN	Customer Service Rep
1/2008 To PRESENT	TOP QUALITY VA Virtual Assistant Services, Article Writing, Customer Service, Marketing, Advertising, Develop and Implement Sales and Procedures Manuals, Coordinate, Supervise and Facilitate Seminars, Webinars, Teleconferences, Mastermind Team Coordinator and Sales Anderson, IN	Administrative Director
6/2005 To 12/2007	COOPERMARKS, INC. Marketing, Small Business Consulting, Real Estate Loan Closings, Real Estate Consulting, Customer Service, Sales and Sales Tracking, Word Processing, Web Site Design and Setup, Human Resources, Billing and Computer Services Eau Claire, WI	Executive Manager
10/2003 To 5/2005	AMERICAN FOOD SAFETY INSTITUTE INTERNATIONAL Word Processing, Customer Service, File Review and Audit, Time Tracking, Marketing/Advertising, Label Review, Chemical Research, Certification Approval and Issuance Chippewa Falls, WI	NOP Administrative Officer
1/2000 To 12/2002	ASSOCIATED SECRETARIAL ENTERPRISES Marketing and Advertising, Accounting, Customer Service, Word Processing, Telephone Answering, Hiring/Training Office Staff, Transcription (Medical, Legal, Technical), Sales Tax Processing and Travel Services Eau Claire, WI	Office Administration

Cynthia Cogan

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3/1998 THE WORK CONNECTION, INC.  
To Interview/Screen/Hire Applicants, Daily Dispatch Reporting, Data Entry,  
12/1999 Assign Workers, Provide Training/Orientation to all Employees,  
Customer Service, Sales Calls, Payroll, Word Processing, Sales  
Tracking, Workers Compensation & Unemployment, Safety Program Training, Benefit &  
Salary Administration, Recruiting/Training "In-House" Staff, Manager Meetings  
Eau Claire, WI Office Manager

3/1994 LeSTAR FINANCIAL SERVICES  
To Developed Sales Training Program, Recruited/Hired/Trained Staff,  
2/1998 Marketing and Advertising, Accounting, Customer Service, Developed  
Policies/Procedures Manual, Word Processing, Payroll Processing, Salary  
and Benefit Administration and Sales  
Eau Claire, WI Office Administrator

2/1992 PST, INC.  
To Word Processing, Spreadsheets, Customer Service, Processing Purchase  
12/1993 Orders, Check Requests, Track Sales Teams, Recruit/Hire/Train Sales Reps, Sales and  
Expense Tracking, Sales Team Travel Arrangements  
Houston, TX Office Manager

10/1987 SHOW BIZ EXPO/PROFESSIONAL TALENT ASSOCIATION  
To Marketing and Advertising, Coordinating and Supervising all Seminars/  
11/1991 Workshops. Worked with Actors, Actresses and Models in Marketing and Promotion.  
Hired/Trained/Supervised Sales and Office Staff. .Developed and Implemented the  
Policies/Procedures and Sales  
Training Manuals, Customer Service and Accounting.  
Tampa, FL Executive Vice President

6/1980 A.S.E., INC.  
To Accounting/Bookkeeping, Sales Tax Processing, Billing and Sales Tracking,  
7/1987 Customer Service, Hired/Trained and Supervised Secretarial and Sales  
Staff, Developed and Implemented Policies and Procedures Manual,  
Word Processing and Transcription (Medical, Legal), Salary & Benefit  
Administration and Payroll Processing.  
St. Paul, MN Administrative Manager

## **EDUCATION**

- Graduated from Indianhead Technical College - Superior, WI 1973
- Graduated from Superior Senior High School - Superior, WI 1972

## **ADDITIONAL TRAINING**

### LEADERSHIP MANAGEMENT INSTITUTE

Effective Management Development  
Effective Motivational Management  
Effective Time Management  
Dynamics of Successful Communications

Effective Leadership  
Effective Selling Strategies  
LMI Training Systems  
Facilitator Certification

### FRED PRYOR SEMINARS

Team Building  
Professional Telephone Skills  
Business Writing  
The Exceptional Assistant

Train the Trainer Skills  
Presentation Skills  
Customer Service Skills  
Secretarial Skills

### CHIPPEWA VALLEY TECHNICAL COLLEGE

Small Business Management  
Sales Promotion Essentials

Advanced Selling Skills  
Selling Principles

### BUTLER LEARNING SYSTEMS

Persuasive Leadership  
Customer Centered Quality Service  
Team Training

Managing Myself  
Action Oriented Supervision  
Action Oriented Leadership

(IATF) International Association of Teamwork Facilitators"  
TeachMe Teamwork  
Manager As Coach BOOT CAMP

## **ORGANIZATION MEMBERSHIPS**

IGPC (International Guild of Professional Consultants)

Received the following Certifications:

CPC – Certified Professional Consultant  
CPMC – Certified Professional Marketing Consultant  
CPSC – Certified Professional Sales Consultant

IACP (International Association of Conscious Professionals)

Women's Speakers Association

VA Networking.com

VA Insiders Group

Virtual Assistants League

Women Entrepreneurs in Business

Cynthia J. Cogan  
811 E 31<sup>st</sup> St  
Anderson, IN 46011  
203-819-9132

## REFERENCES

Elsom Eldridge, Jr.  
Centerpoint Foundation International  
Obvious Expert  
5873 Red Bug Lake Road  
Winter Springs, FL 32708  
407-678-7928

Michael Angier  
SuccessNet  
5468 Firethorn Point  
Spring Hill, Florida  
352-470-0812

Karen Scharf  
Modern Image Marketing  
PO Box 1311  
Greenwood, IN 46142  
317-721-6584