

Timothy S. Hardy

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Manager

PROFESSIONAL SUMMARY

Small and large **Business Account and Operations Management** experienced professional working in fast-paced environments demanding strong organizational, technical and interpersonal skills. Extensive contact with end-users and customers with varying levels of responsibility and interaction demonstrating knowledge, confidence and poise. Detail-oriented and resourceful in completing projects with ability to multi-task effectively. Strong commitment to supporting organizational goals and improvements. Demonstrated areas of expertise include:

- Sales, Call Center, Contact Center
- 5+ years Project Management & Training
- Graphic Design, Broadcast & Print Media
- Reporting and Trending
- Process Improvement
- Digital marketing - Google Analytics & Adwords
- 5+ years ecommerce
- Strong understanding of social media
- Ability to work independently & as part of a team
- Able to manage both creative and technical teams
- Strong skills in problem solving and conflict resolution
- Ability to supervise and motivate others, including cross functional teams
- Ability to create a work atmosphere which encourages trust, innovation and high performance.
- Ability to manage multiple assignments within established deadlines.
- Ability to develop and maintain effective working relationships with employees, managers and executive leaders.
- Retail & Technical Management
- Marketing (Internet & Commercial)
- Photoshop, Dreamweaver, Contribute, Illustrator and InDesign
- Research and Analysis
- Microsoft Office Suite
- Business Ownership & Operation
- Managing and prioritizing multiple projects
- Experience in building customer friendly user interfaces
- Strong Skills in problem solving and conflict resolution
- Able to make decisions and solve problems while under pressure

PROFESSIONAL EXPERIENCE

Management & Supervision

- Retail management experience – Photo Craft, Amaranth, Western Camera.
- Technical management experience – Photo Craft/GrafXGroup, LifePics Inc.
- Product marketing, marketing campaign management, sales, operations, and consulting.
- Demonstrated ability in organization, leadership, problem solving, analysis, and outstanding written and oral communication skills.
- Executed projects to plan, on time and within budget.
- Launched over 600 locations in 60 days for www.ritzpix.com online service.
- Customer Advocate for the CEO and President of Bank of America, conducting research and resolution for escalated complaints for loan modifications in efforts to prevent foreclosure on homes.
- Web Designer and Web Marketer using Google Adwords, Analytics and Facebook for self, Photo Craft Laboratories, GrafXGroup

Technical Support

- Team Leader of an ecommerce business technical support call center and account management team.
- Selected by program developers of company to test and give insight on the user interface and new applications.
- Highly recommended by clients due to patience, knowledge and ability to resolve customer issues quickly and effectively.
- Utilized various technology tools, devices and applications to manage operations, services and products.
- Support clients within National Corporations - Meijer, Wegmans, Woodmans, Ritz Camera Centers, Cashwise/Coborns, Unique Photo, Qualex

Production and Process Improvement

- Developed and implemented online services, marketing and designs for: www.ritzpix.com, Meijer, Woodman’s markets, Wegmans, Mike’s Camera and over 100 independent retailers.
- Developed effective marketing tools to advertise monthly specials to clients using online, direct mail, broadcast and print media.
- Created a training guide for administrating online websites and software.
- Created visual graphics for informative displays and in-store promotions of products and services.
- Managed and improved the landing pages and gallery content for clients; making content more discoverable with an increase in site visitation and other production goals.
- Managed clients’ Google analytics dashboards used to track visitation trends, keywords and goals.
- Collaborated with Product Management, Research and Analytics, Development, Sales, Corporate Marketing, and Public Relations to define and execute on product launches.
- Lead the marketing strategy, planning and execution for clients on a local and national scale, with a focus on driving uploads, managing their brand, and increasing retention and usage of their products.
- Recognized design deficiencies and implemented corrections.

EMPLOYMENT HISTORY

- Business Manager
- Production Manager
- Print Operations
- Account Manager / Sales / Customer Service Manager
- Team Lead / Operations Manager
- Web Support / Design / Maintenance / Marketing

Customer Service Specialist / Inhouse Sales / Web Marketing and designer –
Photo Craft Laboratories, GrafXGroup – Boulder, Co 2013 to present
Customer Advocate – Office of the CEO and President of Bank of America – Broomfield, Co 2011 to 2013
Photographer/Printmaker - Hardy Photography – Berthoud, Co 2009 to present
National Account Manager, Software Support - Team leader- Call Center - LifePics, Boulder, CO 2005 to 2009
Store Manager - Western Camera, Fort Collins, CO 2004 to 2005
General Manager - Amaranth Imaging, Boulder, CO 2001 to 2004

EDUCATION, CERTIFICATES, TECHNICAL SKILLS

Bachelors of Science Degree in Technical Management - Business and Project Management

DeVry University, Westminster, CO
Dean’s list

Associates Degree in Applied Science - Photography

Colorado Mountain College, Glenwood Springs, CO

Proficient in Microsoft Office Suite: Excel – Word – Power Point – Outlook – Acces - Project | QuickBooks Software
Adobe Creative Suite: Photoshop – InDesign – Illustrator – Lightroom – Dreamweaver | Wordpress web | Fiery Rip