

**DAVID M.  
CONCANNON**

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**SKILLS**

- Written and oral communications
- Customer Service Management
- Streamlining processes
- Problem analysis

**COMPUTER SKILLS**

- Microsoft Windows (all releases)
- Mac OS (8.6-9.2)
- Linux
- Microsoft Office
- ACCPAC Plus
- Quark XPress
- Quik Reports (a subset of Crystal Reports)

**ADDITIONAL ATTRIBUTES**

- Very fast learner
- Very adept at teaching and supporting others
- Computer-savvy
- Loyal

**EDUCATION**

B.A.  
Indiana University-  
Purdue University at  
Indianapolis

References available  
upon request.

**OBJECTIVE**

Self-motivated, team player seeks opportunity that provides daily challenges and performance-based recognition and advancement.

**EXPERIENCE**

1998–2003, EHOB, Inc., Indianapolis, Indiana

*Regional Account Manager*

- Supported regional sales staff of ten with company information, correspondence and sales reports.
- Developed protocols and in-house forms for department.

**-promoted to-**

*Marketing Communications Manager*

- Oversaw three successful national trade shows.
- Created and designed 16-page product catalog, a first for the company.
- Created instructional material for easy deployment of trade show exhibits.
- Redesigned “Hot WAFFLE”, the company’s internal newsletter.

**-promoted to-**

*Customer Service Supervisor*

- Reduced turn-around time for sales leads generated by Marketing Department.
- Revised processes that improved order entry and invoicing accuracy rates.
- Trained new Regional Account Managers in computer applications and departmental procedures.
- Created new Customer Service Manual.

**-promoted to-**

*Information Coordinator*

- Developed reports providing management greater ability to track and analyze sales performance and growth.
- Implemented EDI, which improved the accuracy rate for order fulfillment and reduced workload of Customer Service Department.
- Developed reports that substantially increased the accuracy of and decreased the time needed to calculate commissions.

**-promoted to-**

*Sales Associate*

- Secured business of largest hospital chain in San Diego.
- Exceeded yearly sales goals.
- Maintained current accounts and developed new accounts.
- Trained end-users of products in proper usage.