

Tracey Heber
1435 South West Lane – New Berlin, WI 53146
414-202-6299 – theber@stammtech.com

Professional Experience

Client Services Manager February 2017-present
Stamm Technologies Milwaukee, WI

- Oversee daily operations of the company.
- Manage a team of about 15 employees, including Engineers, Account Managers and Client Service Coordinator.
- Interview and onboard new employees.
- Research and implement new products and services to improve the company's existing infrastructure.
- Active member of the MMAC.
- Serve as a liaison between clients, sales teams and account managers to provide a more efficient and positive customer experience.

Technical Account Manager March 2015-February 2017
Stamm Technologies Milwaukee, WI

- Was responsible for overall support of 100 active clients.
- Managed client projects from initial proposal to planning the project work and overseeing the plan to completion.
- Assisted in transitioning clients from a sales prospect to an active client.
- Approved invoicing and managed receivables for assigned clients.
- Worked with vendor network to fulfill client requests.
- Active member of the MMAC

Account Representative February 2013-February 2015
MilwaukeeJobs.com Milwaukee, WI

- Identified new opportunities to up sell and cross-sell product offerings with existing customers in order to maximize the revenue opportunity for each customer.
- Built and maintained a customer base of over 300 active clients.
- Gained business through researching and cold-calling potential clients.
- Attained proficiency in sales process and tracking to drive growth in sales revenue and customer base.
- Provided customer service to current clients to ensure their satisfaction and success on the site.
- Top 3 in total sales for the first year

Marketing Coordinator August 2011-February 2013
Stamm Technologies Milwaukee, WI

- Generated and built relationships with companies around the southeastern Wisconsin area through networking events, forums and expos
- Was an active member of MMAC and FUEL Milwaukee
- Assisted the sales team with client on-boarding by creating new sales documents, generating leads and conducting competitive research
- Planned and executed multiple events such as Milwaukee Film Festival Opening Night Party, BizExpo and local charity golf outings
- Designed a new website for Stamm Technologies to promote awareness for potential clients

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Volunteer Experience

American Diabetes Association

Step Out/Tour de Cure (Main events)

- Mapped routes before event, looking for possible issues for riders/walkers
- Managed volunteers in set-up, registration and take down during events
- Assisted riders/walkers when help was needed

Annual Diabetes Gala

- Contacted local businesses to inquire about donations for centerpieces and silent auction items
- Assisted with entering auction items and attendees into Maestrosoft Software
- Managed pick-up for auction items, helping buyers when needed
- Led volunteers in set-up, registration, silent auction, live auction and take down

Education

University of Wisconsin – Green Bay, Green Bay WI

Bachelor of Arts in Communication, December 2010

Electronic Media and Public Relations Emphases

Dean's List, Spring 2009/Fall 2009/Spring 2010/Fall 2010