

Joyce Galley Raynes
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- 12 years of business operations management
- 3 years of national customer service center management
- 4 years of outstanding territorial sales experience
- 4 years of secondary mathematics instruction and curriculum development
- Proven record of maintaining excellence across a wide range of company needs and work situations

Employment Experience:

Raynes Engineering, Inc./ RE Solar, Torrey, Utah (previously in Sandy, UT) – April, 1996 – Present

Office Manager and Technical Assistant to Principal Engineer

Coordinated daily office operations of engineering consulting firm. Setup and maintained inventory, payroll and billing systems; established and monitored company budgeting and job cost tracking; prepared and filed corporate tax returns; procured and inventoried parts per engineering specifications; established vendor terms and dealer accounts; scheduled client projects; and coordinated all maintenance of office and lab facilities.

Developed company web site and coordinated marketing, advertising, & sales efforts for RE Solar division of Raynes Engineering. Answered incoming renewable energy customer inquiries, providing both product information as well as foundational solar system design education to customers. Provided system price quotes. Developed new customer leads, and established contacts in the renewable energy industry and trade organizations.

Performed technician and administrative tasks as needed by the engineering staff. Tested custom software programs; designed and wrote software user manuals; and maintained an engineering research library and database.

Salt Lake Christian Academy, Sandy, Utah - September, 1993 - June, 1995

High School Mathematics Teacher

Taught Pre-Algebra through Pre-Calculus as the sole secondary mathematics teacher and department head at a small private school. Defined course objectives across all grade levels; coordinated and developed curriculum materials based on a series of selected textbooks; established the scope and sequence of course content per level; assessed and assigned students to appropriate courses.

Prentice Hall, Headquarters - Englewood Cliffs, NJ - November, 1988 - November, 1992

College Division Sales Representative

Sold college textbooks and provided service to 11 college accounts in Utah and Idaho. Sold textbooks to college professors by securing adoption decisions from both individuals and departmental committees; serviced university bookstore accounts and assisted with adoption orders; serviced professors with ancillaries after adoptions had been secured; and assisted in the development of editorial projects for potential authors from these schools.

Sales Statistics:

Fiscal 1990 - 35.4% Territory Increase on \$539,800 base
Fiscal 1991 - 38% Territory Increase on \$699,800 base
Selected as a 1991 College Division Top Performer

A.I.S., Inc., Orem, Utah September, 1988 - November, 1988
(A.I.S., Inc. was sold and relocated to Philadelphia, PA)

Customer Support Specialist/Trainer

Installed bookstore software systems and trained bookstore personnel. Installed PC-based inventory management software in independent and college bookstores throughout the U. S.; provided on-site training for bookstore personnel; and provided on-going customer support by phone.

Random House, Inc., Westminster, Maryland - July, 1985 - July, 1988

Supervisor of Educational (College and School) Customer Service

Supervised department of 16 correspondents. Coordinated verbal and written communication and customer support for all college and school accounts; facilitated the efforts of both the College and School Sales Divisions to provide targeted service to their accounts; coordinated special shipments with the adjacent distribution center to meet the needs of customers and sales representatives; established customer service center procedure and policies in response to national sales campaigns.

Maryvale Preparatory School, Brooklandville, Maryland - September, 1983 - November, 1984

Computer Science Lab Coordinator/Instructor

Responsible for all details associated with the establishment of a computer education program and facility at the school. Coordinated selection of computers and design of computer lab; provided technical information to school board and grant development office for funding; prepared appropriate middle school and high school computer course curriculum; taught computer literacy to grades 6 through 12 in a mini-course series; taught computer programming to high school students.

Howard County Public School System, Ellicott City, Maryland - September, 1982 - June, 1983

Math teacher - Howard High School

Taught Algebra IA & IB and Geometry Honors

Educational Experience:

University of Utah, Salt Lake City, Utah
September, 1995 - December, 1996
40 credits of math, statistics, computer science, and education
G.P.A. - 3.94/ 4.00

Towson State University, Towson, Maryland
Bachelor of Science - June, 1982 Summa Cum Laude
Major - Education Concentration - Math
G.P.A. - 3.96/ 4.00

References: Can be furnished upon request