Desiree Taylor

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301-529-8480

# Skills Summary

Friendly, enthusiastic and innovative individual with excellent customer service and invoicing skills. Exceptional ability to generate and perform accounts payable reports so timely payments can be made to vendors. Top customer service skills, impeccable verbal communication and attention to detail.

# Education

Masters in Criminology | University of Maryland Eastern Shore 2009

Bachelor of Criminal Justice | University of Maryland Eastern Shore 2006

# Experience

## Team Enterprises

### Market Lead | June 2013 – May 2016

* Developed, implemented and executed strategic marketing plans for an entire organization of business and brands within the organization
* Analyzed and tracked the performance of advertising campaigns, managed the marketing budgets and invoicing to ensure that all marketing material stayed in line the the brand identity
* Analyzed, interpreted market data and balanced budgets for all marketing campaigns for specific brands

## Kohler Co

### Showroom Account Specialist | March 2011 – June 2013

* Created and maintained Customer Account Management for all client invoices
* Actively maintained and understood showroom order status via Open Order Reports (OOR) and invoicing report
* Assisted in invoicing clients on balances due, ensure timely payments, maintained timely transactions and utilized OOR to signal for final payment collections

## American Bar Association

### Program Assistant | January 2010 – February 2011

* Implemented one or more programs or projects and ensured compliance with ABA policies
* Analyzed project/program performance to ensure productivity
* Created and maintained invoices for donations and payments for program participants

# Awards and Acknowledgements

## Phi Alpha Delta – Pre-Law Fraternity

University of Maryland Eastern Shore 2005