

# Sandy L. White

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**Objective:** Motivated, experienced project management professional with highly developed skills in organization, research, instruction and problem solving seeking a position with a company that promotes creativity, diversity, and long-term career planning.

## Professional Capabilities

### Program and Process Development

Specializing in the development and implementation of efficiency programs/processes

- Vendor rebate program, which led to an \$8,000 increase in profits/year
- Budgetary program, which led to an 8% increase in profits
- Standardization program, which led to a company-wide \$500/home savings
- Viability and usability program, which led to a \$1,500 decrease in expenditures
- Customer service process, which eliminated a three-month backlog and resulted in a 9.5 satisfaction rating (externally measured)
- Estimating and production programs, which led to increase accuracy in setting profitable sale prices
- Information technology programs, including an enterprise-wide accounting software system, which led to an increase in efficiency and increased collections rate and profitability

### Quality Assurance/Quality Control

Specializing in assuring regulatory compliance, customer satisfaction, and product quality

- Facilitating internal communications by creating editing company newsletters (circ. 5,000) to ensure consistency of corporate message
- Tracking changes in and training supervisors on OSHA and insurance requirements
- Ensuring project milestones and completion dates are met by reviewing construction plans for accuracy and obtaining proper permits
- Liaising with subcontractor and vendors, managing bids, scope of work, billing, client specifications and customer service

### Training

Specializing in developing and managing adult education and corporate training courses

- Quality management and quality customer
- "Dealing with difficult customers," including telephone etiquette
- Adult Basic Education I & II and GED Prep, maintaining 100% enrollment with a student average of a one grade level increase per quarter
- Stress management, Interpersonal communication, voice and articulation
- Resurrecting defunct Adult Continuing Education Program and recovering \$3,000 in past due payments for education department

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## Work History:

### **Thompson Homes, Inc. West Chester, PA (11/03 to 6/08)**

- Processed rebates for the company for products used on a monthly and quarterly basis  
Scheduled, planned and coordinated Subcontractor breakfasts
- Developed insurance and OSHA training books for field personnel, set up OSHA 10 hour training classes and CPR and First Aid for all field personnel
- Created specifications, option manuals and put prints out to bid
- Created sales manuals for sales team and trained field supervisors
- Created, updated and maintained budgets
- Assisted accounts payable in entering bills for payment
- Assisted selections coordinator in getting selection and new start notifications out to vendors
- Assisted in scheduling templates, ordering appliances and updating specifications
- Trained new employees on company procedures, invoice processing, setting up new job folders and phone etiquette

### **Southdown Homes, Downingtown, PA (6/99 to 11/03)**

- Created database, codes, BOM and phases for Timberline Precision Estimating Program
- Created and issued purchase orders for homes in system based on sales
- Built Purchase Orders for custom options for the homes
- Designed and maintained Excel based budgeting system to track house and option costs, which enabled company to forecast sale prices
- Put jobs out to bid, met with Subcontractors to go over bids, scope of work, billing formats and specifications
- Met with vendors to select upgrade program for our design center for appliances, plumbing, mantels, surrounds, cabinets, tops and flooring
- Set up training for design Center Personal to increase their product knowledge and facilitate answering Buyers questions
- Created Excel spreadsheets for sales center to show upgrades and options costs for cabinets, vanities and countertops
- Created generic option lists for plumbing, appliance, fireplace, HVAC and electric options. Set up rebate programs with Vendors that brought in \$8, 000

### **Rouse/Chamberlin Homes, Exton, PA (5/97 to 6/99)**

- Created start orders to send out to subcontractors to assure house was built as sold
- Assisted Super in permitting, scheduling and ordering products for building
- Entered contracts into FAST system, printed PO's and ensured options were listed
- Coded bills for the site that I worked on including house, field, and site
- Handled customer service for new homeowners with a satisfaction rating of 9.5 as assessed by outside agency
- Awarded "Rookie of the year" for my ability to work under pressure efficiently, accurately and professionally

### **Cable America Corporation, Waynesville, MO (1/96 to 11/96)**

- Opened new accounts, processed billing, and handled customer complaints
- Created ads for sales staff to display on local cable channel using deluxe paint IV
- Scheduled appointments for service installation.

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## **86 Service US Air Force, Ramstein, GE (8/94 to 9/95)**

- Taught total quality management and quality customer service for 86<sup>th</sup> Services organization
- My ability to organize and present material in a way that created positive interaction with my students led to my being selected to research and create a supervisory leadership course with my supervisor
- Designed dealing with difficult customer course and a telephone etiquette class
- Student evaluations of these courses caused them to become a staple in the training calendar two times a month
- Saved the department \$1,500 by determining ahead of time usability of course materials
- Positive student evaluations led to my selection as manager for the Adult Continuing Education Program

## **Technical/Software Skills**

Microsoft Word, Excel, Outlook, Mark Systems, Fast System, Timberline Estimating Program, ProHome Software, Sales Closer & Deluxe Paint IV, multiple line phone systems.

## **Education**

BA Speech Communication & Theater, minor military science - Kutztown University  
500 hour Red Cross Dental Assisting Program

## **Interests/Hobbies**

I enjoy performing in local community theater, reading, writing, singing and spending time with my family and friends.

## **Awards**

- Awarded "Rookie of the year" for my ability to meet or exceed deadlines and to work under pressure efficiently, accurately and professionally.

References available upon request