

Melissa J. Margherio
(630) 240-9243 melissamargherio@gmail.com
<https://www.linkedin.com/in/melissa-margherio-b638bb16/>

CONFIDENTIAL RESUME

F&I Product Expert, Business & Brand Development, Product Marketing, Lead Generator,
Social Media Influencer

WHAT CAN YOU EXPECT FROM ME?

- **RESULTS!** In 2023, I set 320 meetings for my representatives which turned into 265 new dealer partners. My results bring in approximately \$75K per month.
- **DEDICATED SERVICE!** When my clients call – I answer. I am 100% devoted to your business needs. I will go above and beyond for my clients & co-workers.
- **BUSINESS DEVELOPMENT** – Helping grow your business is my top priority. We will work together to select the correct tools & create a custom program for your business.
- **GENUINE RELATIONSHIPS** – I care about my customers, co-workers, dealers, agents & partners. Whether it is a simple question or more detailed problem to solve – I am ready to help you!

EMPLOYMENT BACKGROUND

American Guardian Group of Companies

Senior Business Development Representative, July 2019 to present, Warrenville, Illinois

- Product Development to create new revenue streams
- Cold Calling, Lead Generation, OEM Trainer, Salesforce Administrator (CRM),
- BDC Department Mentor & Trainer, Agent & Dealer Product Training

American Guardian Group of Companies

Business Development Representative, July 2018 to July 2019, Warrenville, Illinois

American Guardian Group of Companies

Client Services Representative, February 2015 to July 2018, Warrenville, Illinois

- Daily phone interaction with Agents, AVP's and Dealers answering questions and providing assistance
- Create and maintain various spreadsheets with respect to new Agents & Dealer Set ups, Agent & Dealer cancellations, License renewals, rate reviews & monthly reporting
- Collaboration with the BDC AVP, as part of the COE for Salesforce creating the initial charter for AGWS

The Sherwin-Williams Company

Commercial Group Marketing, 2006 – 2015, South Holland, Illinois

- Responsible for the commercialization of the new low VOC paint products.
- Tracking & Communication for all commercialization projects.
- Marketing Team Lead for several cross-divisional company projects.
- Business Development coordinator
- Streamlined product introduction process
- Developed the Logos, website and promotional literature for product launches

- **Advanced working knowledge in Salesforce, SCS, Monday.com, Zoom.US, Word, ACT, Adobe Creative Suites (Photoshop, Illustrator, InDesign), Adobe Advanced Acrobat Pro, Excel, Product Vision, AOM, QAD, APC, Database Query, Citrix, Business Objects, Lotus Notes, Outlook**

EDUCATIONAL BACKGROUND

Bachelor of Science, Organizational Management w/Distinction, St. Joseph College
Associates of Arts Degree, Purdue University

CERTIFICATIONS & ADDITIONAL TRAINING

- F&I & Compliance Training
- Lean Six Sigma Black Belt Certified
- OSHA VPP JSA/SOP Team Lead & Trainer – 2012 to 2015
- 5S Team Lead & Trainer – 2012 to 2015
- Standard Work Process, Precision Driven Process Training– June 2014
- Hazardous Materials Training & Certification – DOT, ICAO & IATA
- SOP Pillar Training – June 2014
- Value Stream Mapping – June 2014
- Ergonomics Training – July 2014