

Nancy R. Forbes-Castaneda

3720 Ruby Avenue
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forbesfamily@ameritech.net

City Clerk
Racine WI

To Whom it May Concern,

Please review this letter and attached resume as first steps in the application process for the position of 15th District Alderperson.

In May of 2019, I became a graduate of the Leadership Racine program. Through this program I have been introduced to the needs of our community, the organizations that are in place to serve those needs and this has spurred my desire to move from the private sector to public service.

My community involvement prior to Leadership Racine was mainly during the years that my children were in school. I was extremely involved in the Boy Scout organization for many years as my son was an active Scout all during his school years. During that time I held the positions of Committee Chair, Activities leader and lead our Troop's participation in Scouting for Food for five years.

I believe that I can make a significant contribution to the City of Racine should I be appointed to complete the current term for District 15 and hope that I would be able to continue in the position past that point.

Thank you in advance for your consideration. I look forward to hearing from you.

Best Regards,

Nancy R. Forbes-Castaneda

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Highly organized and detail-oriented, extremely strong analytical and problem-solving skills, able to work independently in a fast-paced environment. Strong team-building and coaching skills, flexible and able to think quickly and a very quick study.

Several years' experience as an Account Coordinator Team Leader performing a wide variety of functions including:

- Coach, mentoring and training team members who have a variety of experience levels from fresh out of college to established, experienced Account Coordinators
- Conflict resolution to the benefit of all involved
- Coordinate between various internal departments and outside customers to complete complex retail POP display projects from concept to finished production
- Develop and maintain customer relationships, investigate and resolve various customer issues
- Computer entry of orders, track and expedite shipments for customers
- Research, negotiate pricing and complete outside purchases for various items to complete customer projects
- Estimate and provide customer quotes for complex display projects
- Administer VMI programs with multiple SKU's for several large clients – monitor inventories and initiate replenishment orders, ship released product as needed
- Provide priority guidelines to production facility
- Work closely with management team to create and implement new department processes and refine current processes to keep pace with business changes
- Create layouts for Offset and Digital art setup using Microsoft Power Point
- Review detailed proofs for spelling, punctuation and images prior to printing
- Monitor fulfillment of various projects and prepare shipping files for drop shipments
- Evaluate and qualify outside vendors, including freight forwarders to handle export shipments
- Create and maintain customized reports for individual customers
- Administer Return Authorization programs, including issuing credits
- Ensure departmental compliance of corporate policies and procedures, including ISO 9001 and subsequent upgrade to ISO 9002-2000
- Develop and implement training programs
- Involvement with multiple computer conversions and upgrades

Work Experience:

July 2007 - current
Great Northern Corp,
Racine, WI
Account Coordinator – Team Leader

June 2004-July 2007
Wetzel Brothers
Cudahy, WI
Client Services Representative

September 2003-June 2004
Color Arts, Inc.
Racine, WI
Account Manager

January 1998-September 2003
Printing Developments, Inc.
Racine, WI
Senior Customer Service Rep/Inside Sales

September 1987-January 1998
Kendall Packaging Corp.
Milwaukee, WI
Customer Service Rep/Inside Sales

Education
University of Wisconsin - Parkside
Kenosha, WI
Focused on breadth of knowledge requirements with an emphasis on business and psychology.

Proficient with Excel, Word, Power Point, Web Center and SharePoint, HRMS/KIWI and various other job shop data collection systems.

Seminars/ongoing education: Graduate of Leadership Racine – 2019; Effective Team Leadership; Dangerous Goods Transportation for US DOT, IMDG and ICAO/IATA; Export Documentation and Procedures; Conflict Management; Microsoft Excel; Microsoft Access; Microsoft Windows; Customer Relations; Mobil Chemical University of OPP