**Linda Lenhoff**

linda.lenhoff@gmail.com ∙ 610-621-1180

<https://www.linkedin.com/in/linda-lenhoff-68a78860/>

**EXECUTIVE SUMMARY**

Proactive problem solver with a record of relationship building and a passion for fueling others to succeed. Organized professional with broad understanding of business operations and experience in recruiting, process development, digital marketing, customer contact, and sales.

**EXPERIENCE**

**Human Resources Generalist**, F.M. Brown’s, Sinking Spring, PAJul 2019 – Dec 2019

* Conducted full cycle recruiting for a busy manufacturing plant, filling 22 positions per quarter.
* Strategized with senior leadership to raise employee morale and reduce turnover.
* Streamlined onboarding process and decreased time to fill by 8%.

**Direct Sales**, Trades of Hope, Palm Coast, FL Oct 2018 – Jul 2019

* Consistently exceeded sales goals and was promoted to Qualified CE within 1 month.
* Delivered creative presentations online and in person to heighten brand awareness and close sales.
* Multiplied customer base by 300% in 4 months through digital marketing and follow up.

**Office Administrator**, Trisha Reed & Co., Reading, PA Mar 2013 – Nov 2013

* Managed operational efficiency for 3 businesses in 1 office.
* Created organizational consistency by developing SOPs and training manual.
* Established digital sales presence to broaden customer reach.

**Customer Care**, C.H. Briggs Co., Reading, PA Aug 2006 – Nov 2012

* Provided empathic, solution-oriented care for 100+ requests per day via phone, email, fax, and showroom tours.
* Collaborated with marketing, accounting, supply chain, and sales teams to create a cohesive customer experience.
* Enhanced customer satisfaction through personalized attention and an 9% reduction in hold time.

**EDUCATION**

**BS in Business Administration**, Liberty University Online

* Specialization: **Human Resource Management**
* Honors: **Summa Cum Laude**