**Rachel A. Panzi**

2319 SW 35th St. 515.865.3578

Ankeny, IA 50023 rpanzi@hotmail.com

**EDUCATION**

**Bachelor of Arts, Management/Entrepreneurship May 2003**

**Buena Vista University,** Fort Dodge, Iowa

**SALES EXPERIENCE**

**Territory Representative October 2007–March 2012 and August 2014–Present**

**LifeServe Blood Center,** Des Moines, Iowa

* Responsible for achieving weekly and monthly collection, projection and recruitment goals
* Develop strategic and customized plans to meet the needs of a variety of sponsor groups
* Manage the scheduling, logistics and recruitment for 40 blood drives monthly in a 14 county territory
* Recruit, advise, educate and support more than 150 volunteer blood drive sponsors
* Successfully create, build, and maintain solid internal and external customer relationships
* Conduct informational presentations to high school, business and civic groups ranging from 20–250 individuals
* Adhere to all the confidentiality policies to protect all LifeServe Blood Center donors, employees, financial, and proprietary records
* Created and piloted the Gallon Grad program initiative to increase high school student donors through providing recognition for their service

**Recruitment Manager January 2013–August 2014**

**LifeServe Blood Center,** Des Moines, Iowa

* Hired, trained, and supervised a diverse team of 11 Territory Representatives in Iowa, Nebraska, and South Dakota
* Created, communicated, and reviewed collection goals with team; provided coaching and mentoring to ensure deadlines are accomplished
* Coordinated and created inter-departmental communications to ensure timely and efficient deliveries of recruitment information
* Responsible for achieving weekly and monthly collection, projection and recruitment goal
* Serve as a liaison to several internal planning and advisory committees
  + Process Excellence Steering Committee
  + Run for Blood Committee Chair

**Brand Delivery and Operations Manager March 2012–January 2013**

**Limited Brands, Victoria Secret,** West Des Moines, Iowa

* Responsible for recruiting, hiring, staffing, on boarding, and scheduling for over 100 employees
* Ensures compelling visual merchandising presentation standards are achieved and maintained
* Ensures back room is organized to standard and processes are followed to drive efficient flow of product to the sales floor, along with accuracy in the physical inventory process
* Demonstrate exceptional customer service skills at a top ranked store

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**Sales Manager January 2002–October 2007**

**Younkers,** Fort Dodge, Iowa

* Hired, trained, and supervised a team of 20-35 employees
* Responsible for tracking department sales and achieving goals of $4 million annually
* Organized and assessed merchandise inventory
* Coordinated and maintained visual merchandising standards for sales floor displays
* Successful completion of the Manager in Training Program

**COMMUNITY INVOLVEMENT**

**Junior League of Des Moines****August 2009–present**

* Board of Directors Director at Large, 2016-2018
* Board of Directors Secretary, 2015-2016
* Chair, Gift Mart fundraising event, 2013-2014
* Marketing and Retailer Chairs, Gift Mart fundraising events, 2010-2012
* Annually exceed required volunteer community service hours

**Sawgrass Links Townhome Association August 2010–2016**

* Board of Directors President 2015-2016
* Board of Directors Secretary 2010-2014

**Blood Donor,** volunteer **1998–present**

**Ankeny Jaycees,** member  **2011–2012**

**Cystic Fibrosis Foundation,** volunteer **2010**

**Junior Women’s Club of Fort Dodge,** member **2008–2010**

**RECOGNITION**

* **Junior League of Des Moines,** Outstanding Active Member of the Year**May 2016**
* **LifeServe Blood Center,** Employee of the Month **August 2008**

*References available upon request*