

Organizational Summary #1
Company #2
NLDestiny
23 Jan.01

COMPANY:

- Macro International, Plattsburgh NY

GOALS:

- Provide quality data from collected official government surveys for HUD
- NOAA, as well as state surveys throughout the United States for VA, Colleges, Health Dept.,SS
- Maximize profits, while minimizing company costs
- Have state of the art equipment for enhanced employee productivity, low turn over rate, efficiently trained employees

ACTIVITIES:

- Send collected data to customers, invoice customers.
Maintenance company bought/employee used equipment

PROBLEMS:

- Employee accuracy in collecting viable data, high employee turn over rate

PEOPLE INVOLVED:

- International owned company
- Human Resources
- Managers
- Assistant Managers
- QA Personnel
- Customer Service Team
- Telephone Research Employees

COMMUNITY ORGANIZATIONS:

- Unicef

TYPES OF WRITING USED:

- Customer databases
- Bill invoices
- QA reports
- Employee schedules
- Monitored employee performance evaluations
- Pre-Scripts for all surveys

MY EXPERIENCE:

- Telephone Research Representative, started with the company on April 25, 2005