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### **PROFILE:**

Energetic and enthusiastic Sales and Account Management Professional with more than 15 years experience in consumer goods and manufacturing. Excellent presentation skills, strong customer focus and a passion for lifelong learning. Proven record of successful account and product management experience, where organizational, communication, collaboration and analytical skills are utilized. Enjoy adapting to a constantly changing environment while using financial, quantitative, technical knowledge and business systems to meet and exceed personal, departmental and company goals.

### **CORE STRENGTHS:**

- SAP business software including Business Objects, Supply Chain Management, General Finance, Budget and Nova View, AS 400
- Experience with customer business operations
- High degree of dedication and integrity
- Demonstrates a track record of successful internal and external partner relationships that result in the achievement of sales and operations objectives
- Putting structure around process
- Strong verbal and written communication skills

### **EMPLOYMENT:**

**HARLEY-DAVIDSON MOTOR COMPANY, Milwaukee, WI** **1994 - 2009**  
Manufacturer of motorcycles and accessories for heavyweight and sport performance motorcycles under the brand names of Harley-Davidson, Buell and MV Agusta

**Fleet Sales Coordinator, Worldwide, Police and Fleet Sales** **1998 - 2009**  
**(Specialty Business and Sales Operations)**

Reported to the Director of Worldwide Police and Fleet Sales as the operations coordinator with department responsibilities including: niche product sales; auditing; budgeting; forecasting; inventory; policies and department programs.

- Developed and maintained professional rapport with dealer and distributor owner / principal, executive management, sales, service and administrative personnel.
- Conducted customer audits to ensure niche product business policies and procedures were adhere to. Gathered data, completed analysis, compiled results and offered recommendations.
- Increased niche product sales 68 % from 2007 to 2008 through close personal communication, sales meetings, continuous follow up and implementing niche product sales programs; Co-Managed Sales to the Canadian Distributor Account
- Maximized shipments while assisting management with sales, field inventory and production forecasting and sales goals for the niche sales product department
- Served as department's liaison with Latin America and Asia Pacific International Sales assisting Sales Management with forecasting and marketing
- Department budget responsibility which included reconciling accounts, approving credits, expenses and invoice billing
- Created, maintained and reported department's monthly and year end operational status report

- Increased product sales by seven percent (7%) by reducing older product inventory through special product sales programs, close personal communication, sales meetings and continuous follow up from 2007 to 2008, Co-Managed Overseas Military Sales Distributor Account
- Researched, presented and introduced four (4) alternative leasing sources to peers and management as an alternative niche product sales tool for authorized dealerships while maintaining the Corporate Financial Services lease program
- Co-Managed Corporate Supplier Rebate Purchase Program creating and developing new program guidelines, forms and procedures; simplifying the program for both suppliers and internal customers

**Regional Credit Analyst**

1994 – 1998

Reporting to the Director of Franchise Operations, managing sales credit terms, reducing past due receivables below company's goal through internal and external business communication and relationships.

- Managed regional credit and collections of Harley-Davidson dealerships in a centralized credit operation
- Maintained corporate receivables at three (3) % or lower
- Developed and maintained rapport with Harley-Davidson dealership owners/ principals, sales staff and internal administrative personnel
- Selected by peers to Co-Chair a committee on Process Re-Design: New Dealer Processes (presented to Management, 1997)
- Communicated with Harley-Davidson dealership owners/principals on an annual basis providing information on difference credit and sales programs and terms

**WESTERN PUBLISHING COMPANY INC., Racine, WI**

1993 - 1994

Publishing children's books and games; no longer in business

**Credit and Collections Administrator**

Responsible for managing mass merchandise credit and accounts receivable portfolio of \$ 230 million. Supervised five employees in a centralized credit operation.

- Reduced portfolio past due receivables by six percent (6%)
- Authorized sales credit terms
- Managed credit sales terms

**EDUCATION:**

**University of Wisconsin-Milwaukee, B.B.A. Business Administration**

**VOLUNTEER WORK:**

- Racine County Youth Work Program – Interviewer June 2009
- Pro-Tech / Workforce Development Extreme Networking Event 2009
- Food Harvest Food Bank Warehouse Food Sorter
- Muscular Dystrophy Labor Day Telethon Phone Operator 2008