

DARLENE LOOP

CONTACT

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OBJECTIVE

To obtain a dynamic position in the health and wellness industry which leverages my skills in technical buying, sales, and membership hospitality to drive business growth and customer satisfaction.

SKILLS & EXPERTISE

- Achievement-oriented purchasing and sales professional with a track record of developing vendor relationships, driving cost savings initiatives, and exceeding sales goals in a deadline-driven environment.
- Demonstrated ability in RFI, RFP, RFQ preparation, bid analysis, Power BI reporting, Salesforce, ERP and CRM software, and Microsoft 365.
- Strong skills in contract negotiations, global contract management, subcontracts, strategic supplier relationships, writing policies and procedures, multi-tasking, and critical thinking.
- Proven expertise in sourcing suppliers for Goods and Services in areas of science & development, facilities management, information systems, and commercial services with an average annual capital and supply budget of \$15 million for a global agribusiness.
- Procurement experience in commercial goods and services, subcontracts, and supplies vital for the operation of a global nonprofit organization advancing equity, health, and well-being.

EDUCATION

BACHELOR OF SCIENCE, MAJOR IN BIOCHEMISTRY, MINOR IN ENGLISH LITERATURE

UNIVERSITY OF ROCHESTER | 1994 - 1997

CONTINUANCE OF NON-MATRICULATED COURSE CONCENTRATION IN MICROBIOLOGY

MONROE COMMUNITY COLLEGE | 1998

EXPERIENCE

PURCHASING ASSOCIATE

FHI 360 - LHH RECRUITMENT SOLUTIONS | 2024 - PRESENT

- Contract role to support the Global Procurement team with a variety of tasks including purchase order execution totaling over \$22M for subcontracts, commercial services, and credit card orders through Deltek Costpoint Financial Systems.
- Ensured quality assurance reviews for vendors in Salesforce, updated the Vendor Portal Setup Guide, and worked with cross-functional teams including ISS for vendor portal enhancements, Treasury, and Corporate Accounting to streamline the 1099 process.
- Completed vendor debarment screenings in E2open (Amber Road), reviewed escalations, compared screenings in SAM.gov, OFAC, and UN Security Council sites, assisted with trainings for the Procurement and BDP teams, wrote instructional guidelines to comply with audit recommendations, and updated the Procurement Operations Guide.
- Worked across all project teams, including CMS and HPTN, to review subcontract requisition packages for specifications, accuracy, and compliance prior to PO issuance. Assisted with PO modifications and reallocations.
- Provided essential testing in Microsoft Power BI for ISS to ensure accuracy of the paginated Small Business Spend Details report; prepared spend reports for prime contracts with a U.S. Small Business Subcontracting Plan and disseminated to project team leads.
- Collaborated with project teams to provide the eSRS reporting for Small Business spend on USG prime contracts, including ISR, SSR, and SF294 reports, and completed the submissions two-weeks prior to the government deadline.

MEMBERSHIP SALES CONSULTANT

BODY20 BRIER CREEK LLC | 2023 - 2024

- Responsibilities included sales lead generation, business-to-business marketing, and meeting sales objectives for a newly franchised, technology-based fitness studio both in pre-sale and open studio.
- Ensured members received best in-class customer experience by managing front desk services, answering inquiries, resolving issues, interpreting and analyzing body composition scans, running reports, and booking sessions using a CRM (ClubReady).
- Secured 50 founding tier 1 memberships with team; exceeded the opening studio first month's goal by executing 30 agreements.
- Consistently led team in monthly sales, meeting KPIs with a close rate averaging 50% or higher.

MEMBERSHIP ACCOUNTS MANAGER

GRANITE FALLS SWIM & ATHLETIC CLUB | 2018 - 2020

- Responded to membership inquiries in a timely, professional, and service-oriented manner.
- Toured guests, generated leads, logged prospects, and entered membership agreements in the CRM database (CSI Spectrum).
- Ensured satisfaction and retention rates by utilizing strong problem-solving skills, communication, and customer service.
- Outperformed all past monthly sales by an employee (May 2018) by selling 77 memberships and exceeding the monthly goal by 13%.
- Recognized by the club as "Employee of the Month" (February 2020) for reaching sales goals and contributing to the club's growth.

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EXPERIENCE

BUYER II

SYNGENTA BIOTECHNOLOGY, INC. | 2005 - 2007

- Procured all goods and services for site, including complex capital projects, while achieving 0% audited error rate for SOX compliance using iScala (ERP).
- Led the implementation of a new Procurement Card Program with Citibank, including writing policies and procedures, training employees, and ensuring compliance with company guidelines.
- Collaborated with various teams throughout the organization, including Licensing & Legal, to develop contractual terms for external spend contracts.
- Led global lab supply contract with Fisher Scientific in NAFTA and managed select global agreements for lab equipment and synthetic genes.
- Reported strategic projects and benefits to headquarters in Basel, Switzerland quarterly; consistently exceeded annual savings objective by 25%.

GLOBAL CATEGORY BUYER FOR US LAB EQUIPMENT

SYNGENTA BIOTECHNOLOGY, INC. | 2003 - 2005

- Negotiated, executed, and managed global contracts with lab equipment suppliers exceeding \$1 million in purchase volume.
- Assisted finance team with defining global procedures for internal asset transfers, service and maintenance, and lab equipment standardization.
- Engaged with purchasing departments across Syngenta locations worldwide to leverage sourcing discounts for equipment and related consumables in the US and Europe.
- Completed set targets in 2004 and assumed additional responsibilities for procuring commercial services at Syngenta Crop Protection.

TECHNICAL BUYER

SYNGENTA BIOTECHNOLOGY, INC. | 2003

- Researched, sourced, and defined scientific equipment, consumables, and chemicals for evaluation and purchase.
- Recorded a hard dollar savings of \$1 million in lab supplies and capital equipment, exceeding the \$200K target.
- Increased purchasing spend influence by 20.93% compared to prior year by reviewing direct pay invoices and capturing blanket order spend.
- Promoted to Global Procurement Department within less than a year due to recognized contributions to organization.

PURCHASING SPECIALIST

SYNGENTA BIOTECHNOLOGY, INC. | 2001 - 2003

- Procured R&D goods and services required by the business on time, cost efficiently, meeting internal clients' needs.
- Negotiated contracts, maintained vendor relationships, established supplier performance measures, and managed onsite stockroom.
- Consulted with site purchasing teams to prepare and analyze the financial benefits of an RFP focusing on global lab supplies.
- Achieved the highest annual performance review possible in the company with a 5 (far exceeds) rating.

ACCOUNT REPRESENTATIVE

MARSH BIO PRODUCTS, INC. | 2000 - 2001

- Managed accounts and sold laboratory products to all Universities, Pharmaceutical, Research, and Biotech Companies in NC.
- Developed and implemented sales and marketing strategy for territory; maintained account management database of all customers.
- Quadrupled monthly sales in territory and increased size of customer base by over 800 contacts.

PRODUCT SPECIALIST

MARSH BIO PRODUCTS, INC. | 1999 - 2000

- Provided technical support to inside and outside sales representatives, customers, marketing, and management.
- Created and conducted trainings for staff on products and scientific applications.
- Assumed the added responsibility of inside sales for all North Carolina accounts.

LAB TECHNICIAN III

UNIVERSITY OF ROCHESTER, THE SCHWARTZ LABORATORY-PEDIATRIC NEPHROLOGY DIVISION | 1997 - 1999

- Maintained kidney carbonic anhydrase IV research in both an independent and team-working environment.
- Performed techniques including tissue culture, Western blots, 2D gel electrophoresis, MPB kinase assays, and animal handling.