

PEGGY ZOOK

pzook@srconsultants.com

Scientific & Regulatory Consultants, Inc. provides a full range of regulatory services for the antimicrobial industry. Our consultants' insight provides scientifically-sound, cost-effective, and timely solutions to routine and complex issues facing our clients. Our collective knowledge base includes experience in industry, laboratories and with government entities. For more information about Scientific & Regulatory Consultants, Inc. visit our website at www.srconsultants.com

PROFESSIONAL EXPERIENCE

Scientific & Regulatory Consultants, Inc., Columbia City, IN 2000 - Present

Vice-President, Operations (2014 – Present); promotion

Business Manager (2012 – 2014); promotion

- Support ownership in all areas of business operations
- Coordinate daily work/projects with consultants, state team and administrative staff
- Continue to maintain all Office Manager responsibilities

Office Manager (2000 – 2012)

- Coordinate employee benefits
- Manage employee hiring and retention
- Organize employee activities/meetings
- Maintain financial records including:
 - Payroll
 - Accounts receivables/accounts payables
 - Invoicing
- Coordinate contracts/service agreements
- Maintain office equipment
- Assist Federal/State Teams with client EPA, DPR, and state submissions

Phillip L. Gauntt & Associates Auctioneering, LaFontaine, IN 1981 - Present

Associate

- Setup and display personal property items
- Oversee bidding
- Processing clerk
- Manage accounts receivables

Ecolab, Inc. (formerly Huntington Laboratories), Huntington, IN 1985 - 2000

Human Resources/Administrative Assistant (1997 – 2000); promotion

Awarded Ecolab Operations Award of Excellence for Exemplary customer service, total quality, and team work

- Coordinated employee benefits
- Processed employee hiring, retention, and severance

- Maintained employee records
- Managed various internal/external management projects (i.e. health insurance, disability, and Health/Safety training)
- Report preparation

Regulatory Assistant (1995 – 1996)

- Coordinated yearly state registrations
- Prepared EPA and DPR submissions
- Review and manage in-house labeling
- SDS preparation/retention
- Maintained Lotus, Database, and WordPerfect programs

Group Leader (1991 – 1994); promotion

- Coordinated daily work, projects, and distributed among secretarial and customer service staff
- Continued to maintain duties as Senior Customer Service Representative/Confidential Secretary

Senior Customer Service Representative/Confidential Secretary (1989 – 1991); promotion

- Liaison with sales and marketing, shipping, warehouse, branch plants, sales representatives, and customers
- Primary contact for order placing, inquiries, complaints, product information, returns, and credits
- Continued to maintain duties as Confidential Secretary

Confidential Secretary (1987 – 1989); promotion

- Responsible for daily mail, telephones, computer data entry, letters, price quotations, bids, budget information
- Prepared EPA registrations and subregistration actions
- Assist with USDA registrations
- Organize Data Call-In filings and provide administrative support with responses
- Prepared, proofed, and monitored price lists
- SDS preparation/retention
- Maintained label artwork

Communication Secretary (1985 – 1986)

- Typed, proofread, and coordinated artwork updates (brochures, pamphlets, business cards, sales sheets, technical data sheets, goodwill items, etc.) internally and through print vendors
- Obtained quotations for print jobs
- Coordinated purchase and lead times for artwork with Communications Director
- Assisted Marketing Department with marketing plans, price lists, correspondence, etc.

EDUCATION

Associate Degree in Secretarial Science, Manchester College (now Manchester University), North Manchester, IN; 1985

CORPORATE PROFESSIONAL AFFILIATIONS

American Chemistry Council (ACC) Biocide Panel
British Association of Chemical Specialties (BACS)
Household & Commercial Products Association (HCPA) (Formerly CSPA)
International Sanitary Supply Association (ISSA)
Personal Care Products Council (PCPC)

PROFESSIONAL DEVELOPMENT

American Management Association (AMA)

Mastering Excel PivotTables: How to Crunch the Numbers like an Expert; 01/13
Reenergize Your Best Employees Before They Leave; 01/13
Real Influence: Persuade Without Pushing and Gain without Giving In; 01/13
iPad at Work; Tools for Business Productivity and Time Management; 10/12

Aperta Software

Learning Lync Over Lunch; 10/12

Gladieux Consulting

Powerful Presentation & Verbal Communication Skills; 05/09
What Your Words Say About You and Your Team: Business Writing; 04/09
Better Business Writing; 05/06
Powerful Presentation Skills; 08/02
Better Business Writing/Documentation; 08/02
Time Management; 08/02

Indiana University – Purdue University – Fort Wayne (IPFW)

Professionalism and Etiquette for Business; 10/17
The Building Blocks of Effective Messages; 08/17

The International Center

Understanding Japanese Business Culture; 02/13

National Training Seminars

The Essentials of Credibility, Confidence, and Composure; 06/15
8 Steps for Highly Effective Negotiation; Letting the Other Person Have Your Way; 04/15
How to Facilitate Meetings Effectively; 02/15
Business Writing Essentials: Make Your Point Clearly & Concisely; 02/15
FISH!; 08/14
Mastering Microsoft Excel Macros; 06/14
Just Listen: Tips from a Former FBI Negotiation Trainer on How to Get Through to Anyone; 09/13
How to Manage Priorities & Time; 08/13
Six Management Skills for First Time Supervisors; 03/13

New York State Department of Environmental Conservation

Pesticide Product Registration Workshop; 06/06

Scientific & Regulatory Consultants, Inc.

NSF Overview; 02/16

Telephone Etiquette; 02/16

NOA (Notice of Arrival); 06/15

6(a)(2) reporting guidelines; 09/12

Society of Quality Assurance (SQA)

Tactical Questioning; 11/17

Assessing Compliance in a Cloud Computing Environment; 06/15