

**PEGGY ZOOK**

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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](http://www.srconsultants.com)

**PROFESSIONAL EXPERIENCE**

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

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**Chief Operating Officer** (2020 – present); promotion

**Vice-President, Operations** (2014 – 2020); 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

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**Associate**

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

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

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**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**

British Association of Chemical Specialties (BACS)  
Center for Biocide Chemistries (CBC)  
Household & Commercial Products Association (HCPA)  
International Sanitary Supply Association (ISSA)  
Personal Care Products Council (PCPC)

## **PROFESSIONAL DEVELOPMENT**

### **American College of Toxicology**

The Introduction and Application of GLP Regulations; 05/19

### **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

### **ECC, Inc.**

Convince Me: Persuasion and Negotiation Training; 08/18

### **Gladieux Consulting**

Better Business Writing; Add Power to Your Words at Work; 05/18

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

### **Global Leadership Network**

Global Leadership Summit; 08/20, 08/19, 08/18

### **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

**Lewis Way Leadership Development**

Diversity Training; 07/20

**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

**Regulatory Affairs Professionals Society (RAPS)**

Raising the Regulatory voice – Persuasive Framing; 01/18

**Scientific & Regulatory Consultants, Inc.**

Anti-Bribery; 09/20

EPA Good Laboratory Practice Archivist Training; 01/19

Child Resistant Packaging; 01/19

Exempt vs. Non-Exempt Treated Articles; 01/18

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