

Mary E. Meeker

President

Professional Positions Mary Meeker Design Inc. – 2009 - Present
MEM Systems Inc. – 1999 - Present
Innovative Design Technologies – 1996 - 1999
Macy's West Store Planning - 1996
Nordstrom Store Planning – 1985 - 1996

Education Orange Coast College – General Arts

Professional Societies ICIA - Member
ISP – Member
WBENC – Certified WBE and CA PUC
SB – California Certified Small Business

PROFESSIONAL OVERVIEW

The merge of technology and building operations is at the heart of Ms. Meekers' focus and passion. Her mission statement is "Empowering Customers To More Effectively Communicate With Technology". The statement is bold and at the heart of minimizing costs through technology usage and while focusing on energy efficiencies. As an example, in retail it is all about branding and through the use of Digital Signage systems, custom messaging can be created to suit the needs of customers in a particular store and so targeted that it can work with time of day and customer flow. Allowing technology to target business segments or customer flow is at the heart of a successful business.

Ms. Meeker started working in the retail sector early and the focus of serving the customer has always been at the core of her beliefs and has enabled her successes. Ms. Meeker started working for Nordstrom in 1985 and defined a path of travel that started at the companies' base operations, in the stock areas of the selling floor. Quickly her career moved into sales management where she could focus on what the customer needed. After a brief period in sales management, she moved into the operational side of the business where she worked for Store Planning and construction until departing in 1996. She had wonderful opportunities along the way while renovating stores in Southern California and opening stores across the US. Ms. Meeker was a customer service "All Star" on several occasions and highly regarded by Dan Nordstrom as an integral part of his store team.

After eleven years with Nordstrom, Ms. Meeker felt the need to learn how others operate in the retail sector. She was hired immediately by Macy's West to manage the design build renovation work of transforming the newly acquired Broadway stores into the Macy's concept. Working under contract for the year, she managed all design build and construction efforts for four stores in Southern California.

Mary soon realized that she had a passion for technology and when the opportunity with a leading audio and video integrator was presented she took the challenge while managing completion of the Macy's projects. The company was looking for a highly trained retail staff member that could run interface with retailers and technology. The relationship was well suited and Ms. Meeker spent three years bridging the gap of retail and technology. Working with customers such as Nike and Gap, she was able to quickly learn the technology requirement and assist retailers with the right mix of automation and technology while operating in a transient youthful environment.

After three short years working in technology, Ms. Meeker determined she had the ability to take it to the next step becoming a contractor and focusing on the customer service aspect of her background by empowering employees that the customer is the number one focus. MEM Systems was formed in 1999 and worked with customers such as Gap, Macy's and Hot Topic from the inception. Focusing on specialty projects and providing on time and on budget projects she had success early on and set her company as a leader in the technology and retail merge.

At the core of Ms. Meeker' beliefs, beyond customer service, are the right solutions. Over the years, Ms. Meeker has seen technology deployments fail because the customer did not know what they needed and the sales person sold them a "Bill of goods". Or she has seen, contractors bid projects at low prices and then change order the customer, just to get in the door, only to find in the end the project cost what she stated in her proposal. Ms. Meeker is currently focusing on the bidding processes and helping customers to achieve the results desired at the right price, by selecting contractors that are held accountable to their bids. She is working with customers to develop bids that are complete and able to be compared based on compliance standards. While the process is one customer at a time, she feels business is created, one customer at a time.

NORDSTROM STORE PLANNING – 1985 – 1996

Starting at the company baseline of stocking the sales floor for customer purchases, Ms. Meeker learned from the ground up how retail stores operate. Quickly moving into a selling position where in her first days she was a leader in daily sales she moved onto to managing a particular selling floor. Ms. Meeker felt she needed more and when January sales slowed down she took the opportunity to see what the Regional Offices had to offer. Starting as a receptionist, she found a new home within a few months in the construction department. With a great enthusiasm she was educated in construction while learning on the job how to manage projects in the retail sector. Quickly Ms. Meeker became a manager for new store support and opened more than ten stores across the US for Nordstrom. Her performance over the years earned her Customer Service.

“I feel that working for Nordstrom shaped my professional experience in ways that will be seen in my work for a lifetime. The team that Nordstrom creates is one that shows exemplary performance in all areas of work and support for the customer. The customer in my case was the store person who was receiving a new department or upgrade. I always worked with my customers to help them to understand options and direct them to the best solutions. We worked as a team to create the final product and I was the person to solve issues as they arose so they could focus on their business.”

MACY’S WEST STORE PLANNING – 1996

The retail sector often has mergers and acquisitions like so many other industries. Macy’s acquired the Broadway chain in 1996 and was required to convert those stores into the Macy’s standard. Working as a contractor for Macy’s, Ms. Meeker worked under Mr. Kevin Ellis on a fast track schedule to hire contractors, coordinate construction and implement changes. Work was in constant design build mode and daily management was necessary to complete schedules in three months time. Mr. Ellis was stunned at how quickly Ms. Meeker ramped up for the task and helped to understand the criteria with which differed from past Nordstrom requirements.

INNOVATIVE DESIGN TECHNOLOGIES – 1996 – 1999

IDT sought a retail leader that could bridge the gap between the retail design criteria and technology and IDT was the perfect fit for Ms. Meeker. She quickly worked on learning the AV technology while under taking a project for MGM grand in Las Vegas. The project entailed many AV and lighting integration activities that were unknown at the time to Ms. Meeker. With several hurdles to overcome, The “Art of Entertainment” project came alive and highlighted art work in the retail walk of fame area of MGM Grand. The RGLA project manager at the time Paul Niebor, was impressed with the final result and so was the customer. Ms. Meeker went on to manage clients such as Nike and Warner Brothers. Ms. Meeker was instrumental in developing the relationship with Gap and ultimately their implementation of Video in retail.

MEM SYSTEMS INC. – 1999 – 2009

Ms. Meeker learned AV technology over the previous years and determined the need for a customer focused company rather than a revenue focused company. In 1999, Ms Meeker started MEM Systems Inc and was quickly working with new retail rollout projects across the US. Her passion to assist customers in the retail sector set her apart in the early years as a retail AV integration expert. Ms. Meeker has focused on specially projects and customers that require the expertise to integrate technology into the retail daily operations. As any business owner understands, you need to branch out and thus the commercial division was started in 2001. Working with such clients as Northrup Grumman MEM Continued to have a customer centric model on all projects.