



Council of Supply Chain
Management Professionals

Educating and Connecting the World's Supply Chain Professionals.™

MEET A MEMBER



Paige Harper

Education:

University of Arkansas - BS in Hospitality
Management, UCI - Project Manager
Certification

Company/Title:

Raymond Handling Solutions/Account Manager

When and why did you join CSCMP?

I joined CSCMP in 2018. I wanted to attend an event they were hosting at one of my client's facilities. I met some board members and immediately wanted to be on the board in order to jump into the organization. As a sales person, my original intent to join was for sales leads. As I increased my involvement with the board, I realized I was learning valuable skills for my career such as marketing techniques, how to run a board room, the ability to drive a team to perform, and how to keep members active and engaged.

What advice do you have for new CSCMP members on how they can maximize their membership value? What membership benefit do you find most valuable?

My advice for a new CSCMP member is to involve yourself as much as possible. Valuable connections can happen on the first meeting, however I have found the best networking relationships happen overtime. Trust the process and be patient with results. The more events you attend, the more professionals you talk to, the better your experience will be. Keep an open mind on your expectations. Like me, you may join for one reason, but find a benefit in an entirely separate offering.

What has been the most impactful connection you have made through CSCMP membership?

The most impact connection I have made through my CSCMP membership was with other young professionals in supply chain. My niche of the industry has professionals who have been in the business for 30+ years and have all established their network. I love getting to know other young professionals and starting my own network, one that works for me. I have connections who I can use to refer business, have business referred to me, or who need the goods and services I provide. Building my young professional network has been so valuable.

How did you get into supply chain management/logistics?

Through luck and high hopes! My father is a commercial real estate broker and became the representative to help Raymond Handling Solutions with their real estate. I wanted to move back to California and I was offered a sales job at Raymond. Its been great ever since!

Describe your job in a tweet (i.e. 140 characters or less)

I manage accounts and increasing personal sales of material handling equipment. I supply forklifts, pallet rack systems, condensed storage systems, conveyor and automation, dock and door solutions, and anything within the four walls of a warehouse.

What are your top three job responsibilities?

1. Customer Service
2. Driving Sales
3. Implementing systems and project managing

What is the biggest challenge you face on the job, and how are you managing it?

I wish there were more hours in the day! I work full time as a sales person, but when I get home I am a wife and a mother of two. I like to give my clients and family my full attention, sometimes I am challenged by the demands of either. I have managed this through strong communication with work and family, setting appropriate boundaries, using a stop watch throughout the day to set time for tasks to be completed, as well as an abundance of checklists and to-do lists!

What technology, trends or disruptive forces do you see having the biggest impact on supply chains?

The material handling field, or "Intralogistics" as we now call it, is changing from standard manual processes to automation and robotics. I see this as the future of our business and supply chain in general. Telematics on forklifts, automated forklifts, robotic arms, drones are all products showcased at our trade shows. I am looking forward to seeing the positive impact of these changes.

If you were to start a company from scratch, what values would you build it on?

Internal and External Customer Service. I feel if your employees are taken care of, they will take care of your customers. If your customers are taken care of, they will come back, therefore taking care of your employees. It is a beautiful cycle that if properly managed, can really drive a company to success.

What are you proudest of?

I am proud of what I have achieved in the past 5 years. I set high goals for myself when I started my job, and I have been successful in reaching, even exceeding, all the goals I set. I have hit my sales goals for 5 years in a row, I had two children to complete my family, we bought a house and I even ran my first marathon last year!

If you could interview anyone, who would it be and why?

If I could interview anyone, it would be Mary Barra of General Motors. She was the first female CEO of a major automaker. She was also the executive vice president of Global Product Development, Purchasing and Supply Chain at GM. She inspires me and proved that a career is a long journey. You don't become a CEO overnight. She put the time, effort and energy into educating herself, working long hours and running many departments within GM. She made herself extremely marketable. Her title is well deserved, and I would like to get an insight on her achievements, setbacks, and greatest accomplishments within her career.

What was your childhood dream job?

I wanted to be a horse racing jockey. I have always been pretty short. It's not exactly an easy field to get into, though.

When you retire, what will be the first adventure you take, or what will be the first thing you will do for which you may not otherwise have had the time?

It's cliché, but I will travel. Travelling has always been a huge part of my life. I have been to over 15 different countries. I want to take an RV for about 90 days and go to all 50 states. I want to do a huge European tour and a cruise to Alaska.

Write your own question and answer! What have we not asked that would be interesting for other CSCMP members to learn about you?

I wish I could live my entire career as a 30 year old. I have a chunk of experience under my belt, but I am still hungry to learn more. I have the energy to work as I did in my 20's, but without making the mistakes I used to. Staying with the same company has been valuable for me. It allows me to grow with the understanding that any moves I make, whether positive or negative, will impact my future.