



## ARMA San Diego Chapter presents: Journey to World Class Customer Service!

**Agenda: Wednesday, February 19, 2014**

11:30AM – 11:45PM Arrival and networking  
11:45PM - 12:00PM ARMA Chapter business/lunch  
12:00PM – 1:00 PM Journey to World Class Customer Service!

**Presentation Summary:** Go to [www.sandiegoarma.org](http://www.sandiegoarma.org) to register

Everybody knows good customer service for both internal and external customers is the key to success. But do you know how to create a successful environment within your organization to deliver world class customer service? Are you overworked, understaffed, time-impooverished? Get the hidden information you need to deliver world class customer service and positively influence every dimension of your life.

### Jack Pellegrino, Director of Department of Purchasing and Contracting County of San Diego

Jack Pellegrino is the Director of Purchasing & Contracting for the County of San Diego. Jack has over 33 years' experience in the government, aerospace and technology sectors.

Jack is an instructor and prior Program Coordinator for San Diego State University's Contract Management Certificate Program, and has taught contracting principles for over 20 years. His educational background includes a Master of Science in Procurement & Acquisition Management from Northrop University; an Advanced Certification in Government Contracts Management from UCLA; and a Bachelor of Arts in Economics from Benedictine College. He remains an active member of the National Contract Management Association (NCMA); is an exam Certified Professional Contracts Manager (CPCM); and has been designated as a NCMA fellow for his continuing participation in the contracting profession.



Jack is an avid baseball fan, umpire and coach. In August 2002 and 2010 Jack participated as an Umpire and Team Manager in the Youth Baseball Championship tournaments held in Cooperstown, New York. Jack and his wife Jamie have been married for 28 years, and have three children, Daniel, Jenna, and Jeffrey.

**Location: 5560 Overland Ave Suite 172 1st Floor conference room. This room will be to your immediate right as you enter the lobby**

From the North or South (Airport)

From 163, exit onto Clairemont Mesa Blvd. Eastbound  
Turn Left (North) onto Overland Avenue

From I-15, exit onto Clairemont Mesa Blvd. Westbound  
Turn Right (North) onto Overland Avenue

\*All: To access Parking Structure from Overland turn right onto Farnham Street. Parking Structure is on the left.

From the East or West

From 52, exit onto Ruffin Road Southbound  
Turn Right (West) onto Farnham Street  
Turn Right into Parking Structure or proceed to Overland

