



KATHY MERLO

ADMINISTRATIVE COORDINATOR FOR GREAT LAKES CEMENT PROMOTION COUNCIL • GLCPC

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HER ROLE AT AOE:

Kathy is a highly skilled Administrative Assistant and Laboratory Coordinator with more than 35 years of experience supporting the cement and concrete materials testing and consulting industry. She gained considerable knowledge of cement and concrete technologies during this time, including routine and complex quality assessment tests and material characterization protocols. Kathy combines her technical knowledge with unparalleled customer service skills, the ability to communicate effectively with customers, and a solid ability to handle multiple projects simultaneously. Kathy is proficient with various databases, Microsoft Office, Laboratory Information Management Systems (LIMS), and Vison software programs. Kathy was the ACI Illinois Chapter registrar and Coordinator for seven years, where she processed 525+ customers annually through the certification programs. She is also conversant with Nuclear Quality Assurance (NQA) program requirements.