



Gretchen Clifton

Client Service Manager

gclifton@imec.org
Phone: 217.202.9554
Fax: 309.677.3289

**“ If you stop learning,
you stop improving. ”**

Responsibilities

As the IMEC Client Services Manager, I am responsible for managing and supporting the Technical Specialists across the state of Illinois as they work with companies as well as providing leadership and coordination to develop services for IMEC to deliver high quality services to our clients. In addition, I work closely with our IMEC Third Party resources to develop them as IMEC team members- an extension of our internal team that has the client's best interest top of mind and always looking for the win with our clients.

I have over 35 years of manufacturing and leadership experience and I challenge our employees to enhance their knowledge and skills in an effort to share that with the clients we serve. My management skills in quality, continual improvement, coaching/training, project management and problem solving assist me in my role.

I look forward to enhancing IMEC employee knowledge and carrying this learning forward to our Services so that our customers can continue their learning and improvement in their organizations.

Qualifications

- Former IMEC Technical Specialist
- Program Manager- Higher Education
- Business Unit Manager- Automotive, Food
- Quality Manager- Automotive, Food, Chemical
- Production Manager- Food