

BENJAMIN H. HILARIDES

703.489.0879 ♦ ben.hilarides26@gmail.com ♦ 2028 Peach Orchard Dr., Falls Church, VA 22043

PROFESSIONAL EXPERIENCE

Store Sales Representative, Sherwin-Williams/Valspar (Vendor Partner at Lowe's, 4 Locations), Fairfax, VA, 2021 – Present

- Managed sales exceeding **\$6M annually** across four Lowe's locations
- Built and maintained strong relationships with store personnel, enabling effective customer service and increased sales performance
- Collaborated with store managers, department heads, and key personnel to align vendor goals with in-store priorities.
- Identified sales opportunities and leveraged **Salesforce CRM** to track, manage, and analyze account activities.
- Provided product expertise, training, and support to Lowe's associates to strengthen brand presence and drive customer satisfaction.

Service Industry, Arlington, VA, 2016 – 2021 (COVID)

- Worked simultaneously as a Bar Manager, Head Bartender, and Lyft Driver
- Customer service is key in both roles, maintain high ratings across all roles, 4.8 stars and higher
- Strong multitasking skills serving multiple customers simultaneously
- Proficient problem solver across inventory and personnel issues

Territory Sales Manager, Costar, Washington, D.C., 2015 – 2016

- Online Marketing Sales covering entire U.S. and Canada
- Worked on numerous wording strategies to increase sales, and utilized Search Engine Optimization (SEO) strategies to assist clients to increase market exposure
- Identified and developed relationships with managers, owners and key personnel at accounts, and used
- Salesforce Customer Relationship Manager (CRM) to manage/track all activity

Interior Designer, Creative Dimension Interiors, Fredericksburg, VA, 2014 – 2015

- Designed custom kitchens, bathrooms, and cabinet units to meet client specifications
- Utilized Google Sketchup to present schematic models of design options to clients
- Worked with residential and commercial clients to help define and refine their project's needs
- Business development activities include attending networking events, contacting previous customers or referrals, and cold-called other businesses to help generate more projects

Territory Sales Manager, Mohawk Industries, Richmond, VA, 2013 – 2014

- Territorial management covering roughly 85% of Virginia with total sales over \$1,000,000 in 2013
- Met with an average of 7 accounts daily to grow flooring sales by 6% and drive margins by more than 10%
- Identified and developed relationships with general managers, business owners and key personnel at accounts
- Scheduled and attended meetings with larger accounts and growth targeted accounts on a consistent basis. Utilized CRM to manage and track activity
- Responded to service issues or complaints and resolved them fairly while maintaining and improving customer relationships
- Business to business sales consisting of 75% account management and 25% cold calling

Management Assistant, Enterprise Rent-A-Car, Springfield, VA, 2011 – 2013

- While working in 5 separate branches, helped grow revenue between 5-13% while maintaining a high level of customer service
- Generated an average of \$700 in additional revenue per branches per week
- Managed fleet of vehicles from 150-300 cars, including body work, repairs, and general maintenance
- Devised marketing strategies by networking with body shops, insurance companies and dealerships to increase sales. Used CRM to manage business relationships and customers
- Mentored management trainees to educate them on company's products and increase sales

EDUCATION

Washington and Jefferson College, Washington, PA, 2011

- Bachelor of Arts: Psychology (Major) and Business Administration (Minor)

TRAINING AND SKILLS

Currently working on: Bachelor's of Science, Web Development – Bellevue University

ITIL Certified; PeopleCert, 2019

NASM Personal Trainer, Arlington, VA, 2017

- Understanding principles of building workout programs, assessing skill levels of clients and working to build weaknesses into strengths

Professional Bartending School, Arlington, VA, 2016

- 40 Hours of mixology classes, principles of customer service and guest interaction

Management Training Program, Enterprise Rent-A-Car, Springfield, VA, 2011

- Principles of cost control, profit and loss statements, profit generation, and conflict resolution

Software Programs/Languages: Proficient with the following - Adobe Creative Suite, Microsoft Office Suite (Word, PowerPoint, Excel), Google Sketchup, HTML, CSS, Javascript

Languages: English (Primary) and Spanish (Intermediate)

ACTIVITIES

MABLL & DCBLL Club Lacrosse, 2011 – 2017

Washington and Jefferson College Varsity Lacrosse, 2007 – 2011

Justice High School Varsity Lacrosse Defensive Coach, 2021 – 2024

MADLAX Youth Lacrosse Coach, 2025 – Present