

Brett Thomas Gillund

Email: BrettGillund@Gmail.com

Address: 1025 NE Main Street, Minneapolis, MN 55413

Phone: (612)408-4708

EDUCATION

University of North Dakota – Grand Forks – Fall 2014 – Spring 2019

College of Business and Public Administration

Bachelors in Business Administration - Entrepreneurship & Economics

EXPERIENCE

3M

Customer Service Representative – August 2021 – Current

- Develops and leads improvements and/or solutions to work processes and tools.
- Handles non-routine and difficult inquiries. Adapts differing techniques and methods to develop solutions for a variety of complex issues.
- Resolves non-routine and difficult customer complaints and ensures response to product and service inquiries - Has knowledge and understanding of the current processing systems and can provide service to internal and external customers.
- Handles internal and external inquiries, claims and complaints; interprets policies and regulations, investigates problems; and communicate with other departments and providers to research and resolve issues, identify and implement service solutions.

Donaldson Company

Senior Sales Support Representative – December 2019 – December 2020

- Owner and key contributor to the maintenance of long-term customer relationships with focus on positive customer experience and increasing account financial contribution.
- Lead projects related to cost reduction initiatives, change qualification projects, customer notification processes and approval, and compliance projects to support company objectives.
- Manage projects to customer expectations by leading regularly scheduled project update meetings internally and with the customer to ensure commercial alignment with program and customer requirements and timing.
- Prepare advanced data analysis required to manage a variety of account activities including sales, history, forecasting, pricing, and other related activities.
- Manage and monitor delivery, quality, and performance issues and reports within assigned account base.

Medisynenergy L.L.C. Medical Device Distribution

Owner & Operator – May 2019 – December 2019

- Focus on establishing and maintaining collaborative communication channels with business partners, healthcare providers, and medical device producers.
- Independent business process development from initial contact through repeat order process with a focus on customer education and satisfaction.
- Consistent internal and external meetings to reinforce product knowledge, usage performance, and to bolster customer relationships.
- Keeping up to date with market research to ensure optimal strategic positioning within the competitive medical device field.
- IntelliCentrics Reprax certified.

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PROFESSIONAL REFERENCES

Cortney Smith

Customer Service Team Leader at 3M

(219)805-4859

Kathy Hill

Territory Manager at SI-BONE

(763)807-9075

Jeff Saterdalen

Regional Development Manager at Surgalign Spine Technology/ RTI

(612)308-3057

Barry Link

Sales Director at Donaldson Company

(952)887-3341

CHARACTER REFERENCES

Mark Steele

Owner and Operator at TechniPac

(612)669-5780