**DONTREAL L. THOMAS**

Dedham, MA 02026

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**TRANSFERABLE SKILLS:**

* Proven ability to provide exceptional customer service.
* Ability to manage workload effectively and independently.
* Strong written/oral communication.
* Enhanced computer schools with the ability to easily maneuver between systems.
* Ability to lead and excel in creating procedures to efficiently execute the end goal.
* Working knowledge of using company’s procedures and operations to achieve success.
* Knowledge in Industrial and home supply chain including costs, production, and distribution.

**EDUCATION****:**

UMass Boston; Boston, MA

Bachelor of Arts: Sociology *Graduated May 2016*

GPA: 3.265

White Castle High School; White Castle, LA *Graduated June 2010*

High School Diploma

**PROFESSIONAL WORK EXPERIENCE:**

Grainger – Norwood, MA, 02062 *September 2017—Ongoing*

*Sales Specialist*

Sales Specialists objective is to maximize sales opportunities, create customer loyalty, and exceed customer expectations by using their guidance, advanced knowledge, computer acumen, and winning attitude.  Sales Specialists also provide, and assists other branch team members to provide, an exceptional customer experience from beginning to end.

Principal Responsibilities:

* Use advanced skills and knowledge to maximize sales opportunities, take ownership and lead by example with all showroom sales promotions and product specials, and routinely exceed customer expectations.
* Oversee and perform various branch critical processes and responsibilities as assigned.  These processes include a variety or all the following:  safety, branch merchandising, inventory management, instant message/email response, standard work, document retention, supply purchasing, cash drawer/deposit, weekly/monthly will call purge, cancelled orders, inventory count oversight and discrepancies, stop sales, returns completion, market intelligence, specialized processes, daily open order monitoring, date sensitive inventory audits, and trailer audits.  Onsite locations may have additional customized processes which may be assigned.
* Ownership of the entire customer experience.  This includes appropriate product selection, accurate order entry and maintenance, accurately and safely picking   
  product, and safely loading customer vehicle as needed.
* Learn and easily navigate through various computer systems and applications for customer facing and warehouse activities.

New Cyber - White Plains, MD 20695 *June 2016 – August 2017*

Remote Help Desk

* Utilized beta SAM to data-mine for potential government contracts
* Assisted in research, human resources, and marketing
* Managed general upkeep of the office, inventory, supply logistics, and purchasing
* Provided password assignments and assisted in trouble shooting sign-on discrepancies and other system issues
* Coordinated and managed assignments of IT hardware and software to team members
* Worked with leadership to identify and implement process efficiencies and shared best practices with coworkers in order to improve overall effectiveness of the team
* Proactive communicator with senior management and clientele; self-starter
* Prepared and managed expense reports, documents, office budget and related materials
* Managed scheduling/traveling arrangements of staff
* Maintained high volume phone coverage, calendars, invoices, fax, and meetings
* Participated in meetings on small business start-ups and tracked MOM (minutes of meeting)

The Shaw Group - Baton Rouge, LA *June 2012- September 2012* Relief Development

* Worked with a FEMA relief team to exam home repair cost for victims in New Orleans following Hurricane Katrina.
* Investigated presented cost on property damage, contacted relief victims to update precedence of repairs.
* Created Excel and Power Point logs to tract repair timeline.