

Devan Olmstead

www.linkedin.com/in/devanolmstead

(503) 550-7399

devanolmstead@gmail.com

SUMMARY OF QUALIFICATIONS

- **7+ years in sales and account management;** Growing, securing, and retaining revenue to maximize profits through excellent customer relations.
- **Proven work ethic and drive** as is evident with continuous promotions and added responsibilities.
- **11+ years of managerial and customer service experience** in sales, service, and the food industry.
- **Proficiency in Microsoft Excel, Outlook, and Word,** aiding in forecasting, auditing, and inventory.
- **Proven people and project leadership skills;** Developed and trained numerous employees to achieve business objectives.

EXPERIENCE

CITY WIDE FACILITY SOLUTIONS - PORTLAND, OREGON

Director of Operations September 2021-Present ● Led a department responsible for \$9 million in contract revenue and \$4 million in added services annually

- Oversaw an increase of 50% in consumable revenue and 15% in added services revenue
- Hired, trained, developed, and led a team of 10 account managers and territory operations managers to achieve location goals

Account Manager June 2020 – August 2021 ● Manage territory with \$150k+ contract revenue

- Exceed KPIs - 100% customer retention, >50% increased revenue through added services
- Identify, secure, and manage an average of \$75k in facility service projects

CINTAS CORPORATION - PORTLAND, OREGON

Sales and Service Supervisor May 2018 – June 2020

- Leading and developing 8 route service sales representatives
- Fielding, addressing, and resolving customer concerns
- Securing long-term revenue by renegotiating and renewing contracts

Service Sales Representative August 2015 – May 2018 ● Responsible for maintaining the inventory and quality of uniforms for over 350 end users

- Managed route with over \$13,000 weekly product volume and over 60 weekly customers
- Achieved 25% route growth and retained 95% of business

FOOD SERVICE INDUSTRY PORTLAND, OREGON MAY 2009 – AUGUST 2015 Executive Sous Chef and Kitchen Manager

- McMenamins: Cornelius Pass Roadhouse and Wilsonville Old Church & Pub
- Pastini Pastaria Beaverton