Hiring Manager

BH Defense

Hiring Manager,

Thank you for the opportunity to apply for a position within your organization. I have recently relocated to Jacksonville, FL and came across your company’s website. After reviewing your organization, I believe I can be an asset to your team. Also, I currently hold a US Security Clearance that we discuss in further detail if needed.

Over the course of my career, I have developed specialized experience directly relevant to the needs of your organization. My relevant experience encompasses military operations, tactical sales, and account management. Within this experience, I have quickly established a skill set built on professional communication, attention to detail, and self-accountability.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking to add to your team. I look forward to elaborating on how my experience will benefit your organization. Please contact me at (717) 817-1543 or via email at [jaypmurphy@hotmail.com](mailto:jaypmurphy@hotmail.com) to arrange a meeting time.

I appreciate your time and consideration.

Respectfully,

Jay Murphy

**Experience**

**United States Army Reserve *-*** *Specialist* **FEB 2012 - Present**

Military Police

* Provided operational support by conducting area security and law and order operations. Preserved law and order for the peacetime community by securing critical resources and administering crime prevention programs.
* Manage 4-12 lower enlisted soldiers during day to day task as their first line leader.
* United States Central Command Customs and Border Clearance Agent.
* Deployed to Southeast Asia under Operation Enduring Freedom/Operation Inherent Resolve (2014-2015)
* Operated missions in the fields of law and order, corrections, and counter intelligence.

**Atlantic Tactical –** *Account Manager* **AUG 2016 – July 2017**

772 Corporate Circle

New Cumberland, PA, 17070

* Managed key Law Enforcement/Government Agency accounts as a main point of contact.
* Assisted the Sales Team with inside sales of firearms and tactical equipment to Federally Licensed Firearm Dealers and Law Enforcement Agencies.
* Managed communication with individual clients via phone, fax, email, and mail.
* Acted as an escalation resource to call center agents for client complaints.
* Quickly advanced to work between Customer Service, Sales, and Retail Departments to better coordinate projects and improve team to team communication.
* Required to have product knowledge on over 180,000 SKU's and continually develop product knowledge as new products are introduced.
* Assisted retail customers with effective problem resolution methods to ensure a quality experience for the consumer.
* Meticulously practiced timely follow up on phone calls and email inquiries through Salesforce.
* Processed orders received either over the phone, via email or by fax or mail.
* Generated Precise Quotes for Agency requisitions using various structured and unstructured pricing procedures.
* Communicated ongoing customer issues to management. Produced reports on undesirable trends and suggested solutions. Recommended new products or services that are being requested by clients.
* Communicated with vendors regarding production times, shipping, and pricing.
* Assisted Sales Reps with problem resolution in the field.
* Reviewed orders for potential fraud and as a quality control measure.
* Assisted within retail stores and returns/shipping departments as needed.

**Apple Ford -** *Sales and Leasing Consultant* **MAY 2015 – AUG 2016**

3250 Cape Horn Road

York, PA, 17356

* Successfully developed a sales strategy to manage time wisely and assist customers in a highly professional and courteous manner.
* Responsible for maintaining an extensive knowledge of all vehicle features, makes, models and inventory to consistently provide the best customer service.
* Presented vehicle prices, interest, and payment numbers to customers; communicated with sales managers and finance managers to close deals and maintain a loyal customer base.
* Cohesively worked with sales managers to ensure individual and department sales goals are exceeded and timely met.
* Followed up on sales leads from a variety of sources in efforts to bring in customers.

**G4S Secure Solutions -** *Security Officer*  **MAY 2013 - JAN 2014**

York, Pennsylvania

* Served as a Security Officer on a team supporting safety and loss prevention for an Amazon Warehouse.
* Conducted Security Patrols.
* Monitored alarm systems and access to building.
* Promoted safety and encouraged teamwork among associates.

**Education**

* Graduated from York Catholic High School, York, PA - Class of 2012.
* Pursuing a Degree in Business Management.
* Proficient in Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Salesforce.