

SALES TEAM

Executive Summary

Results-focused management professional offering 25 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrates the creativity and savvy that is critical to financial and operational success.

Core Qualifications

- Operations management
- Staff development
- Inventory control
- Compensation/benefits administration
- Policy/program development
- Staff training
- Supervision and training
- Sound judgment
- Computer-savvy
- Calm under pressure
- Complex problem solving
- Microsoft applications
- Forecasting
- Excellent writing skills
- Billing
- Attention to detail
- Multi-state payroll
- Exceptionally organized
- Record-keeping
- I-9 documentation
- Accounts payable

Professional Experience

Sales Team Nov 2015 to Feb 2016

Company Name - City , State

- Delivered unparalleled customer services Greeted and assisted customers; responded to customer inquiries and complaints in a professional and timely manner.
- Communicated product knowledge to the customer and recommend merchandise selections.
- Trained in visual merchandising and organization.
- Monitored sales activities and productivity Ensured register transaction where completed accurately and in accordance with policy.
- Excellent communication, verbal, and written skills.
- Strong organizational skills and ability to multitask in a fast paced environment.

Sales Team Nov 2015 to Jan 2016

Company Name - City , State

- Provided outstanding customer services Maintained displays and store appearance Ensured customer satisfaction at every state of sale.
- Opened and Closed store in accordance with Company policies.
- Recommended new products and upcoming events.
- Extensive sales and customer service experience.
- Broad expertise in advertisement and promotion.

Manager Mar 2009 to Jan 2015

Company Name - City , State

- Management Lead and oversaw the implementation of long and short term plans in accordance with strategic plans Ensured expenditures were within the authorized annual budget Implemented operational improvements to enhance quality, production times and reduce costs Decreased production labor hours after implementing a time study of the production line resulting in a cost savings of approximately \$20,000 per unit Conducted industry standard study on the cost of services calls and inspection charges resulting in tripled income of services department revenue Implemented an inventory software program to operate with the accounting program to streamline communication with purchasing, inventory, engineering and production departments Experience with Lean Six Sigma Experience supervising large number of employees Advanced experience using Microsoft Office suite and PowerPoint.
- Project Management Communicated effectively with shareholders, employees, Government authorities and stakeholders Managed client expectations by ensuring the highest quality of

service Developed, implemented and ensured compliance of safety procedures to meet government guidelines Monitored employee productivity, performance and optimized employee procedures to reduce costs Monitored and maintained operational reports to detect production issues.

- Set up and management of over 60 vendor relationships Responsible for delivering projects against agreed scope, budget, schedule and customer expectations Developed production tracking and quality control systems while analyzing production Implemented new product lines through research and development to generate new revenue streams Collaborated with Mine Safety and Health Administration (MSHA), a division of the United States Department of Labor, to ensure the safety and survivability of miners in the event of an incident while underground Received all four of MSHA's approvals in Product, Breathable Air, Harmful Gas Removal, Gas Monitoring and Structural categories General Management Recruited, trained and supervised human resource director, safety manager, engineers, controllers and production manager Created marketing materials, presentation and demonstration products for sales meetings, trade shows and consumer education Managed all day to day facility operations Responsible for payroll oversight and related approvals.

Manager Feb 2004 to Jan 2009

Company Name - City , State

- Developed and operated four assisted living locations Obtained and maintained annual state certifications and supervised all security transportation and monitoring needs Managed day to day facility operations and admissions and coordinated daily services including nursing, dining, housekeeping, activities and maintenance functions Coordinated new resident move-ins and orientation and supported the admission process through tours and follow up calls to inquiries Project Management Monitored budget compliance and financial outcomes including labor and operational expenses and accounts receivable resolution Responsible for payroll oversight and related approvals Oversaw accuracy and thoroughness of all activity documentation within the assisted living facility Kept current on all changes in the industry, particularly regulatory changes as they relate to Assisted Living and Dementia Care General Management Supervised the assisted living staff including caregivers, medication technicians, licensed nurses and activities staff Responsible for recruiting and onboarding of staff and all human resources duties for employees Planned, directed and facilitated marketing events for all facilities Conducted outside sales calls to generate inquiries ACHIEVEMENTS Featured in Space Safety Magazine Integrated lifesaving technologies originally developed to purify air for astronauts into a line of Mine Shield products Integral part of Mine Shields getting recognized as "New Business of the Year" Mine Shield tested for and received certification in China under my direction.

Education

High School Diploma 1980 Nelson County High School - City , State

Interests

CrossFit, white water rafting, waterboarding and reading

Additional Information

- PERSONAL INTERESTS

- CrossFit, white water rafting, water boarding and reading

Skills

accounting, accounts receivable, streamline, Assisted Living, budget, Excellent communication, client, customer satisfaction, customer services, customer service experience, direction, documentation, fast, financial, General Management, Government, human resource, human resources, inspection, inventory, director, marketing, marketing materials, meetings, Microsoft Office suite, PowerPoint, nursing, Strong organizational skills, outside sales, payroll, policies, production manager, Project Management, promotion, purchasing, quality, quality control, recruiting, research, Safety, sales, Six Sigma, strategic plans, supervising, trade shows, transportation, visual merchandising, written skills