**Dave Schwieger Sales, Operations & Branch Manager**

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Top performing, results focused, goal oriented Management Professional with extensive experience managing national accounts and multiple branches. Consistently exceed expectations in terms of new business development, increased profits, cost reduction, and staff training. Proven track record of implementing effective process improvements and change management strategies to stimulate growth. An outstanding communicator, capable of building, training, and leading cross-functional teams, cultivating strong relationships with customers and external business partners, and collaborating across all organizational levels to ensure the achievement of immediate and long-term organizational goals.

Areas of Expertise include:

|  |  |  |
| --- | --- | --- |
| * Branch & Operations Management | * P&L Management | * Multitasking & Time Management |
| * Customer Service & Satisfaction | * Staff Recruiting & Hiring | * Team Building & Leadership |
| * Sales & Account Management | * Staff Training & Mentoring | * Communication & Collaboration |

# Professional Experience

**ORKIN** • Atlanta, Georgia • October 2001 to Present

**Operations Manager**

Led and directed a cross-functional team of 20+ employees and a fleet of 20+ vehicles responsible for 4K+ residential and commercial accounts with annual sales of $2.5M+. Oversaw day-to-day operations, Profit & Loss (P&L) management, and performance of audits to ensure consistent revenue and profit growth in accordance with company objectives. Recruited, trained and guided the professional development of key staff to create and maintain an elite team with the highest level of technical, customer service, and sales skills. Cultivated productive relationships with national clients, including F&B, Hotels, Manufacturers, and AIB accounts. Trained branch team on technical, service & sales skills.

### Key Accomplishments:

* Increased profitability by 22% in 2012 through development and implementation of effective sales growth and expense reduction initiatives.
* Exceeded branch leadership expectations in 2013 to achieve #1 customer retention ranking in the state of Georgia, and #6 in the entire Southeast Division.
* Demonstrated outstanding sales proficiency, achieving $2.5M in sales in 2014.
* Assumed management of one of the largest and most successful operations in the state of Georgia in 2015, and increased branch profitability by a margin of 43% in the first year, and continued to increase revenue by an additional 10% in 2016, with a net sales increase of 56%.
* Led training classes at the National Orkin Training Center, responsible for creating curriculum and leading classes from 15-20 individuals up to large nationwide broadcast to over 400 branches.
* Oversaw professional development of numerous employees, playing a key role in 3 employees receiving promotions from sales positions to Branch Manager positions.

**QUIKTRIP CORPORATION** • Atlanta, GA  • January 1995 to October 2001

**Manager**

Successfully managed all aspects of store operations, responsible for training and developing team members while ensuring compliance with all food safety guidelines and consistently providing the highest level of customer service.

### Key Accomplishments:

* Managed, directed, and supervised 3 Assistant Managers to ensure adherence to company standards and objectives.
* Oversaw inventory through optimal requisitioning, merchandising and loss prevention training strategies.

# Education

**Bachelor of Science, Business Management**

Shorter College • City, ST

Minor: Leadership Studies

Graduated Cum Laude

## **Certificates & Licenses**

Designated Certified Operator Georgia Cat. 29 & 30, 2003 – Present

Commercial Pest Control Operator Cat. 4, 2009 – Present

Certified Entomologist - ACE ENTSOC

Certified Structural Pest Control Operator -DCO in HPC & WDO Georgia

Certified Food Safety Manager – CFSM – ANSI

Certified Professional Food Manager CPFM – NRFSP

Quality Pro Certified –NPMA

Georgia Department of Agriculture Approved Instructor

## **Training & Development**

Certificate Food Safety and Hygiene, **American** **Institute** **of** **Baking,** March 2002

Certificate Termite Biology and Control, **Texas** **A&M** **University,** July 2002

Certificate Pest Control Technology, **Purdue** **University,** April 2002

HACCP Certification, **Food** **Safety** **Institute** **of** **America,** July 2008

Certificate of Food Safety Manager Training, **Food** **Safety** **Institute** **of** **America,** July 2008

Certificate Advanced IPM and Urban Management, **Purdue** **University,** March 2009

## **Organizations**

Boy Scouts of America – Chartered Organizational Rep & Scout Leader

Entomological Society of America Member # 68264

Georgia Pest Control Association & Certified Pest Control Operators Association of GA