

# SAM HAUCK

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## PROFESSIONAL SUMMARY

Internal sales and technical support professional with extensive experience in electrical, automotive and wholesale supply environments. Proven ability to support trade and retail customers across counter, phone and internal sales channels while managing complex technical enquiries, warranties and order workflows. Highly capable with ERP and CRM systems (including Pronto), trusted with elevated system access and financial accuracy, and known for calm, practical problem-solving in fast-paced settings. Brings a strong work ethic, excellent communication skills and a hands-on understanding of products, logistics and customer relationships. Seeking a long-term internal sales or similar role within a branch environment where reliability, technical understanding and teamwork are valued.

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## CORE SKILLS

- Automotive & Aftermarket Parts Knowledge
- Internal Sales & Customer Service
- Spare Parts Interpreting & Enquiry Handling
- Quoting, Pricing & Order Processing
- Inventory & Warehouse Coordination
- ERP / WMS / CRM System Use
- Documentation & Administration
- Supplier & Retailer Relationship Support
- Process & Workflow Improvement
- AI-Assisted Productivity & Research Tools
- Strong General IT & Systems Literacy
- Microsoft Office & Excel (Intermediate)

### Software confidence (self-rated):

CRM 7/10 | ERP/WMS 7/10 | Inventory Systems 7/10 | Excel 6/10 | AI Tools 6/10

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## RELATIVE EXPERIENCE

### Internal Sales & Technical Support Specialist

#### *Brown & Watson International — Automotive Electrical, 12V & Power Solutions*

- Performed a multi-skilled role combining internal sales, technical support, warranty management and customer service across national brands including Projecta, Narva, KT, BOAB and National Luna
  - Delivered advanced 12V solar and portable power technical support, assisting customers with system sizing, load calculations, charging capacity and real-world usage scenarios
  - Provided specialist support for National Luna portable fridges, including diagnostics, configuration, component upgrades and service guidance
  - Solely managed all warranty claims Australia-wide for KT, BOAB and National Luna, acting as liaison between end users, authorised service agents and internal teams
  - Coordinated spare parts supply with brand managers, managing international lead times and urgent air-freight requirements
  - Integrated into the Victorian head office customer service team during restructure, managing multiple shared inboxes and high-volume workflows
  - Processed warranty returns and consignment generation for Projecta and Narva using Pronto ERP
  - Entrusted with complex client credit corrections due to strong system capability and understanding of Pronto ERP
  - Supported sales activity through quoting, order processing, promotional support and relationship-based upselling
  - Maintained service continuity by assisting with warehouse picking, packing and dispatch as required
  - Appointed Chief Fire Warden, responsible for on-site emergency procedures, safety coordination and site evacuation leadership
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## **Sales & Spare Parts Consultant**

### ***AWL Canopies — Automotive Canopy & Accessories Supplier***

- Managed phone and email enquiries from government, council and fleet customers, providing pricing, availability and product guidance
- Prepared accurate quotes and handled general sales enquiries, escalating government, council and fleet sales to field sales representatives where required
- Acted as the primary point of contact for day-to-day customer enquiries, excluding owner-only matters
- Coordinated internally with administration for scheduling, documentation and order processing
- Resolved customer issues and enquiries efficiently, ensuring clear communication and timely follow-up
- Supported order fulfilment by liaising with warehouse and logistics teams as required

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## **Workshop Manager**

### ***Elite Autostyling — Automotive Detailing***

- Scheduled workloads to support efficient workshop throughput
- Communicated clearly with customers regarding pricing and turnaround times
- Quoted jobs, raised invoices, took payments, and handled customer updates and rebookings
- Monitored stock levels and ordering
- Helped maintain a professional and positive workshop experience
- Resolved customer concerns and complaints through clear explanation, expectation management and practical solutions

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## **Warehouse Manager / Assistant Product Buyer / Warehouse Coordinator**

### ***Vita Group Ltd. — Telecommunications & Retail Distribution (10 Years)***

Progressed through multiple warehouse and product support roles within a structured logistics environment.

- Supported daily warehouse operations including receiving, dispatch and stock accuracy
- Used ERP and WMS systems for order processing, inventory tracking and reporting
- Coordinated supply and stock allocation between head office, warehouse and field staff
- Liaised with retail outlets and internal stakeholders to resolve supply issues, shortages and urgent replenishment
- Assisted with procurement support, stock planning and product availability
- Built strong foundations in logistics, inventory control and supplier coordination

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## **Owner — Automotive Detailer (Self-Employed)**

Full Time

Operated a vehicle detailing service with repeat customer base.

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## **EDUCATION & QUALIFICATIONS**

**Certificate IV in Laboratory Techniques** — *L.T.T. South Brisbane* — 2022

**Certificate III in Logistics** — *Queensland Tertiary Education* — 2021

**Diploma of Audio Engineering** — *JMC Academy, South Brisbane* — 2015

**High School Diploma – Year 12** – *Villanova College, Coorparoo* – 2005

**Manual Driver Licence** — *Current*

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## **REFEREES**

*Available on request*