

# David Carmona

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## PROFESSIONAL EXPERIENCE:

### BDS Analytics

#### **Production Specialist**

December 2018 – Present

- Organizing point-of-sale data into categorical view to make actionable decisions.
- Capturing the small nuances and trends of cannabinoid products
- Working with Quality Control to improve data being transferred from retailers to the Green Edge Portal
- Responsible for company's wiki; specifically documenting new vendor / customer information for employee reference.

### Exxel Outdoors

#### **Dealer and Customer Service**

October 2018-November 2018

- Responsible for managing an order book (accepting orders, back ordering, price checking, etc.) and communicating with all sales representatives regarding weekly orders and sales forecasts
  - Communicating daily with sales team and directly with customers
  - Loading price brackets and promotional pricing periods into customers cards, ensuring orders followed pricing
  - Maintaining the SKU level forecast; checking for duplicates and mistakes to ensure that orders are correctly drawing from forecast
  - Providing product specifications to customers, formatted as needed: weights and dimensions, case packs weights and dimensions, UPC's, Minimum Order Quantities, container qty, pallet qty, etc.
  - Sending orders and communicating with the warehouse for timely deliveries
- Maintain strong relationships with the sales department
  - Weekly sales reports with top out of stocks
  - Weekly inventory reports of both in-house stock and Amazon.com to identify future demand
  - Supply historical sales data and trends to drive success
  - Helping to target and project a month sales revenue goal to roll up the business expectations

### Colorado Deck Master

#### **Construction Labor**

March 2018 – October 2018

- Building and repair decks with the responsible for bill of materials at each build or repair.
- Communicating with customer about the process and expectations.

## Charlotte Web Hemp

### **OPS Inventory Specialist**

August 2017 – January 2018

- Working with Supply Department to assure that their tracking system for lab supplies, raw materials(RMs), office supplies and cleaning supplies is accurate up to date.
- Work with Production Managers and Supply Chain personal to ensure that the weeks RM, material and lab/office supplies needs are fulfilled, transported and documented correctly.
- Prior to receiving shipments, assess condition and quality of materials transported to the production facility for future batches.
  - Assure quality of all RMs, office/lab supplies, materials, and cleaning supplies before they are brought into the facility.
- Working with Supply Chain to ensure required RMs, office/lab supplies, materials, and cleaning supplies are organized and available for all the Boulder employees.
  - RM;s include – MCT and OOO, Flavoring, intermediate, IPA, ect.
  - Materials include – paper towels, gloves, hair and beard nets, press 'n' seal ect.
  - Office items include – Pens, paper clips, staples, note pads, printing paper, ect.
- Once all of the inventory and organizational responsibilities are taken care of, the OPS Inventory Specialist will then act as another OPS Production Technician wherever needed.
  - Those responsibilities can be found in the Finished Products and Extraction Technician job description

### **Finished Product Team**

June 2017 – August 2017

- Folding Production Material
- Inspection of Production Material before use as well as inspecting the finished product prior to being inventoried.

## DC Enterprise

### **Landscape Tree Work and Fire Mediation**

April 2017 – June 2017

- Extensive landscaping clearing on non-maintained yards
- Other responsibilities includes: painting, basic construction, gardening and plant care

## Eldora Mountain Resort, Nederland, CO

### **Lift Operations**

November 2016 – April 2017

- Snow removal and basic maintenance of all different lifts
- Responsible for the safety, supervision, and positive customer service of all age groups and

- experience levels
- Very proficient skiing abilities and snow safety
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## BJ's Brewhouse and Restaurant, Boulder, CO

### **Line Cook**

September 2016 – April 2017

- Prepping food for service (chopping vegetables, butchering meat, etc.)
- Assistance to the head chef

## Kinetik Climbing Products, Boulder, CO

### **Production Assistant**

November 2015 – March 2016

- Buying and cutting fabric, assembling products, and inventory management.
- Shipping and handling products to end consumers.
- Warehouse organization.

## Exxel Outdoors/American Recreational Product, Boulder, CO

### **Mass Lead Dealer Service Representative**

October 2014 – November 2015

- Responsible for managing an order book (accepting orders, back ordering, price checking, etc.) and communicating with all sales representatives regarding weekly orders and sales forecasts
  - Communicating daily with sales team and directly with customers
  - Loading price brackets and promotional pricing periods into customers cards, ensuring orders followed pricing
  - Maintaining the SKU level forecast; checking for duplicates and mistakes to ensure that orders are correctly drawing from forecast
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  - Sending orders and communicating with the warehouse for timely deliveries
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  - Weekly sales reports with top out of stocks
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  - Supply historical sales data and trends to drive success
  - Helping to target and project a month sales revenue goal to roll up the business expectations
- Lead Dealer Service for Amazon across five brands and over 2,000 SKUs
  - Responsible for maintaining a strong relationship with Exxel/ARP's largest customer
  - Monitor inventory levels of both Amazon.com and in-house and managed product pages
  - Managing Amazon's catalog, including adding/deleting products and addressing all issues
  - Working extensively within Amazon's Vendor Central Portal

- Attended Amazon Vendor Summit –in person reviews regarding business relationship and helped create success strategies for the future
- Cross department communication regarding sales trends, provided insight into product success and failure at the customer level
- **Business Success:**
  - Integrated two new brands, Masters Sportsman and Exxel, into Amazon, over 200 new products, as well as new licensing products to the Amazon catalog
  - Created an Excel based fill rate risk report to meet business expectations and needs
  - Helped achieve an Amazon sales revenue goal of over \$19M for 2014

### **Customer Service Representative**

March 2013 – October 2014

- Proficient in conflict resolution and problem solving leading to increased customer satisfaction and increased company value
- Managed customer credit and product repair receiving logs and warranty paperwork
- Handled up to 40+ separate consumer requests per day through both phone and email correspondence
- **Business Success:** Continuously exceeded goals for customer wait time and Abandoned Call Ratio. Achieved an Abandoned Call Ratio of 3.41% and wait time of about 1 minute on one of the busiest days of the year, a drastic improvement from years prior.

### Aiguille Rock Climbing Center, Longwood, FL

#### **Retail Manager/Shift Manager**

October 2010 – July 2012

- Managed budgets, arranged purchase orders, and recognized sales trends within the business
- Accountable for opening and closing procedures, money handling, and staff organization on a day to day basis
- Extensive knowledge of outdoor equipment and products, specializing the field of climbing and mountaineering

#### **Routesetter**

January 2008 – July 2012

- Ability to set and forerun up to V10/5.13
- Proficiency in anchors, ascending, aid climbing, belaying, use of impact drivers, wall maintenance, ladder use, and risk management in a routesetting environment.
- Experience in setting commercially, for competitions (USAC and local events), and for communities (Rosebud Reservation Girls and Boys Club).

#### **Rock Climbing Instructor**

August 2007 – July 2012

- Provided education, supervision, and instruction to customers of all experience levels in a high risk environment

- Customer service and communication involving customers of all ages, including children as young as four
- Climbing Wall Instructor Certification (CWI) received January 2012

## EDUCATION:

High School Education – Lake Mary High School, Lake Mary, FL  
2003-2007

College Education – Seminole State College, Lake Mary, FL  
2007-2009

University of Denver - Field Of Study Computer Programming/Programmer, General 2020 – 2020

## OTHER PROFICIENCIES:

Microsoft Office (Word, Excel, PowerPoint), ERP systems (EBA, Telnet, Microsoft Dynamics NAV)