

DEAN DUNIVAN
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Personal Overview

- **College graduate** with a BS degree in Sociology
- Currently enrolled in University of Oregon Full Stack Web Development program
- **Excellent computer skills** with Microsoft Office (Word, Excel, PowerPoint, Outlook)
- **Self-starter** and **highly motivated** to execute assignments successfully with little direction
- **Organized** and **detailed oriented** with **strong analytical and problem solving skills**
- Strong **communication and people skills**
- **Efficient** in resolving and solving problems
- **Focused** on time-management
- Current California Class A driver's license

Experience Highlights

- As Head of Dealer Support, I was **responsible** for maintaining and building all dealer relationships in the United States.
- Provide **professional and courteous customer service** to more than 10,000 stores nation wide.
- While working as Dealer Operations Manager, I opened 3 call centers in 3 different countries.
- Was **accountable** for all day-to-day Dealer Support tasks, including answering phones, relaying information to engineers to resolve the issue with an expeditious and cost containment resolution, logging calls and various system administrative work.
- **Established** 6 different markets in CA/WA/OR/GA/ID
- Held daily, weekly and monthly **communication meetings/reviews/progress reports** with direct reports as well as other required management personnel
- Conducted large group **training** sessions with 50 employees or more
- **Go-to person** for customer issues that needed to be elevated to my level of management for resolution
- **Skilled** with POS (Point Of Sale) and CRM (Customer Relationship Management) systems.

- **Worked independently** as the Field Sales Manager for Northern California/WA/OR
- **Developed** and published reports to show key metrics for measurement of progress
- **Managed** over 10,000 stores involving 20 different accounts
- **Direct** oversight of Inventory Management
- Was the **first** of 16 Field Managers hired for the United States
- **Established** the San Francisco territory

Key Accomplishments

- **Directly work with customers** relating to AT&T wireless, tablets and Uverse products
- As assistant manager, I was **responsible for gross profit margins** month after month
- **Created** a positive customer experience through addressing of their needs, qualifying the customer to match their requirements to our product and customer follow-up to ensure their ultimate satisfaction
- **Monitored** employee work scheduling and personnel training
- **Operated independently** as a regional representative for various electronics companies
- **Researched important product information and functionality** for the purpose of department improvement and overall customer satisfaction
- **Conducted staff training** sessions for personnel and departmental improvements
- **Earned multiple promotions** from a starting rank of an entry level position to department specialist of two departments
- Related to and **gained the respect of customers** by adapting my communication techniques to relate to various customer needs

Work History

Owner/Operator D&J Trucking and Excavation

Head of Dealer Operations, SmartPay

Head of Dealer Support, SmartPay

Field Sales Manager, SmartPay

Assistant Store Manager, Parrot AT&T

Regional Sales Representative, Zipfizz Energy, San Francisco Bay Area

Regional Sales Representative, Action Link, Central California

Sales Representative, Best Buy, Pleasant Hill, CA

