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 then 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 administrational 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** oversite 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