**Ryan Freemark**

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**Customer Service Supervisor**

Managing a group of customer service representatives for a defined territory. Receiving customer orders, returns, and inquiries. Providing solutions to improve efficiency.

**Outside Sales Representative**

Aggressive, well organized individual with the understanding of customer needs and developing strong relationships with customers. Ability to see growth and integration opportunities with knowledge of customer’s business and their future goals. Customer service driven.

**Tire Sales Manager / Automotive Technician**

Energetic and team-oriented professional who’s responsibilities include presenting tire products and automotive service to customers while developing retail merchandizing skills in order to provide professional, timely and courteous customer service.

**Core Professional Strengths**

Quick Learner Customer first philosophy

Strong Mechanical Aptitude Team Oriented

Generates Revenue Issuing/Processing Purchase Orders

Unique Problem Solving Ability Pricing and Proposals

Generates Revenue Attentive to Detail

**Computer and Skill Set Proficiency**

**Languages**

* HTML, CSS

**Proficient Microsoft Office**

**Staying Connected Wirelessly**

* Email
* Version Control
* Chat

**Career Experience**

Industrial Distribution Group Feb. 2014 – July 24th 2015

**Customer Service Supervisor**

Managing a core group of associates and warehouse

Purchase orders: processing, ordering, acknowledging

Vendors: develop relationship, submit purchase orders, RGA’s

Annual, quarterly, and monthly meetings with management

Annual, quarterly, and monthly meetings with customer management

Appointments with decision makers

Miscellaneous duties and services assigned by manager

Fastenal June 2012 – Dec. 2013

**Outside Sales Representative**

Responsible for maintaining current accounts (VMI, CMI, vending machines)

Growing current accounts

Prospecting potential customers

Developing relationships within businesses and decision makers

Purchase orders: processing, ordering, acknowledging

Vendors: develop relationship, submit purchase orders, RGA’s

Annual, quarterly, and monthly meetings with customer management

Appointments with decision makers

Miscellaneous duties and services assigned by manager

Tires Plus Oct. 2010 – June 2012

**Tire Sales Manager**

Presenting and selling of tires and other automotive service that fits each customer’s needs. Tracking all services so that they are completed in a timely fashion. Making sure the customer is happy with the service they receive for repeat business.

* Presenting tire product and automotive service to customers.
* Demonstrated ability to provide a high level of energetic engagement with every customer, on phone or in store.
* Ability to listen closely to each customer's needs, document and determine the best possible solution.
* Accurate communications with customer, service manager and technicians to establish time commitments that meet Tires Plus standards and meet or exceed customer requirements.
* Process completion skills that include explanation of all warranties and options to all customers; thank them and display appreciation for their business.
* Develop merchandising skills in order to enhance the customer service experience.
* Miscellaneous duties as assigned.

Tires Plus Dec. 2008 - Oct. 2010

**Tire / Automotive Maintenance Technician**

* Responsible for tire servicing
* Install batteries and checks electrical systems
* Lubrications and oil changes
* Cooling system repair
* Brake repairs
* Computerized alignments
* Preventive maintenance
* Miscellaneous mechanical duties and services assigned by manager

**Education**

Eden Prairie High School 2006

Hennepin Technical College Current

**Certifications**

Currently enrolled in AAS - .NET Programmer

Steering and Suspension – ASE

Fork Truck Certified