

Sam Frost

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Objective

Highly detail oriented professional with an eye for process improvement. Competitive, driven and motivated individual with proven results in building customer interest and fostering strong customer relationships. Quick and thorough learner and excellent communicator with a robust work ethic and an eye for streamlining business processes to eliminate redundancies and optimize results. Looking for a position in corporate B2B sales that drives for results and rewards performance. Able to adapt to new programs and software quickly, with a proven record of self-learning . Thrives in environments that require adaptability and creative problem solving

Creative problem solver

Out of the box thinker

Find answers to problems before ppl know that they are needed

Focus on presenting solutions rather than merely identifying problems

Self-driven with a high sense of responsibility for delivering on a deadline, meeting deadlines

Personal accountability

Professional Skill Sets

Inside Sales

- Achieved over 150% of targeted performance goal first month on the sales floor in current position
- Averaged over \$700,000 in revenue per quarter since July 2015
- Conversion rate from calls to meetings is consistently at least 30 % over quota
- Promoted to growing retirement services divisions team
- Presented several multi-media motivational talks inspiring the sales floor to drive more business
- Closed a sale first day on the phones with 3 year old unqualified lead list

Retail Sales, Customer Support and Marketing

- Coordinated marketing support for sponsorships of local and regional events and bicycle races



- Consistently the top retail bike sales performer at 360 Cycleworks, with a consultative approach to sales that engendered long-term satisfaction
- Generated net new customer interest and leads at customer events with product demos and Q&A sessions
- Fostered and developed customer relationships long-term for repeat business with after point of sale consultation and periodic offsite customer support

Office Management/Bookkeeping

- Orchestrated build-out of office space infrastructure in downtown Austin historic building for marketing company
- Planned and managed fundraising events
- Organized team building seminars
- Managed employee records and payroll services
- Responsible for bank deposits and account reconciliation, reporting to the CPA for auditing
- Maintained accounts receivable for services provided to Fortune 500 companies

Manufacturing

- Manufactured after-market bicycle racing wheels, managing the process from start to finish
- Responsible for product development, designing wheels with an eye on strength, durability and lightness, creating a catalogue of product lines
- Sourced components through domestic and overseas vendors to meet quality and timeline goals
- Developed the process to establish domestic rather than overseas production, resulting in dramatic improvements in quality by 30%

Construction and Remodeling

- Coordinated remodeling and renovation of historic downtown Portland apartment building
- Managed project timelines for completing apartment remodels, streamlining processes to finish early and maximize revenue
- Coordinated resources with management to complete projects under budget
- Promptly addressed tenant maintenance issues to maximize satisfaction and retention

Military Service

- Completed Military Police training
- Attained U.S. Customs certification
- Awarded the Army Achievement Medal for accomplishments in partner events with foreign military forces
- Awarded the Army Commendation Medal for distinctive service while stationed in Mannheim, Germany and while deployed to the former Yugoslavia during the IFOR campaign in 1995
-

Bookkeeping/Office Management – add to that section?

- Ran bookkeeping and streamlined overall IT and operational processes for a boutique of second-run designer clothing with sales nearing a million dollars a year
- Facilitated the migration from an incomplete and unbalanced copy of QuickBooks Enterprise software to a balanced standalone desktop version. This required taking 8 months of out-of-balance bank and credit card statements and reconciling and balancing them to the penny, uncovering thousands of dollars of erroneous charges in the process and level setting company expenditures
- Researched and upgraded local file management system to a cloud-based system. This enabled the company to upgrade to up-to-date best practices for management of accounts, offered improved visibility for reporting, drove operational efficiencies and ultimately created a time savings of 75% for the monthly consignment payables process
- Streamlined the item import process by building out new templates for a more efficient consignment inventory management process
- Orchestrated Social Media sales integration with the online store to help drive sales in a pandemic environment
- Worked with the following CRM, Retail management and related programs: Lightspeed Retail, Shopify, SpaceCraft

Woom

- Standardized assembly process for consistency across all areas of production
- Improved hiring process and created a training curriculum that placed the company in a position to increase profitability
- Created a professional development curriculum that enabled new employees the opportunity to see the room for growth within the company
- Conducted quarterly performance reviews for a team of 12 assembly technicians
- Responsible for managing the progress of a joint project with Woom Bikes and The University of Texas McCombs School of Business MIS374 for a custom program that quality control issues and productivity within the assembly/production department
- Worked with Microsoft Power BI and Microsoft Excel to monitor and report quality control issues and productivity to the Operations Manager
- Used Microsoft Azure Database software on the back-end to archive and rebuild database tables
- Documented detailed processes for assembly within the Microsoft Office Suite
- Improved inventory layout within an 8000 sq. ft. warehousing and assembly area
- Worked within Microsoft Excel to create a streamlined inventory tracking system, tying worksheets and workbooks together for at a glance visibility to current status
- Coordinated with Operations Manager to ensure product was fulfilled across three fulfillment locations located across the country

Woom

Created new streamlined processes for the bike assembly process that resulted in a increase in production by _ %

Created training and process documentation for onboarding new assembly techs and process rollouts
demand planning ?

Coordinated wit

Wholesale distribution and manufacturing

THIS SECTION is Billy's Linked in

Overseeing the production of goods and/or provision of services. Making sure an organization is running as well as it possibly can, with a smooth efficient service that meets the expectations and needs of customers and clients.

Managing quality assurance programs.

Researching new technologies and alternative methods of efficiency.

Setting and reviewing budgets and managing cost.

Overseeing inventory, distribution of goods and facility layout.

Oversee demand planning and management processes for new and existing products.

Develop and execute product demand plans to meet organization goals.

Provide support in developing seasonal demand forecasts

Develop demand forecasts based on demand patterns and business trends.

Work with supply chain management to improve forecast accuracy.

Maintain demand plan to ensure cost effectiveness and to meet customer demands

Assist in risk assessment and mitigation activities.

Update customers and sales team about product availabilities.

Maintain inventory levels based on future customer demands.

Address demand related queries and issues in a timely manner.

Identify areas of improvements and recommend action plans.

Woom woom is featured in the latest [U.S. Small Business Administration](#) Resource Guide - How to Grow Your Business. Yes, we've grown 1,666 % in the last three years, our team is 30 strong and we

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use all the help we can get from the SBA. Their team has been very helpful since our start. Pictured with me on the cover is my Process Improvement Analyst [Daniel Kasprzak](#)

June 12

<https://www.linkedin.com/feed/update/urn:li:activity:6567758688759664640/>

2019 Inc. 5000: The most successful Companies in America! 1,666% growth for my amazing woom USA team. We come in at #259/5000 overall. We celebrate top #27 Consumer Products in the US, #20 in Texas and # 7 Top Austin companies today.

Service Excellence Award – 2019 – in recognition of outstanding accomplishments and appreciation of dedicated service

Austin Business Journal -

- Lightspeed, Shopify,

Experience

Spring Frost Boutique,

Woom Bikes, Assembly Manager,

Woom Bikes,

Woom Bikes, Assembly and Quality Control Manager, Austin, TX, 2017-2019

Woom Bikes, Assembly Technician, Austin, TX, 2016

USGB, Inside Sales, Austin, TX, 2015-2016

Wayne Fueling Systems, Assembler, Austin, TX, 2015

U.S. Gold Bureau, Inside Sales Representative, Austin, TX, 2015 to ...

RÖL Wheels, Production Contract Work, Denver, CO, 2015

RÖL Wheels, Production Manager, Austin, TX, 2010-2014

Austinbikes, Service Manager, Austin, TX, 2009-2011

The Dialog Group, Office Manager, Austin, TX, 2006-2007

Sam Frost



360 Cycleworks, Sales/Sales Manager/Buyer, Austin, TX, 2002-2006

Mel Jordan Construction, Assistant to General Contractor, Austin, TX, 2001-2002

Ozone Bike Department, Service Mechanic, Austin, TX, 2000-2001

Rosefriend Apartments, Maintenance and Remodeling Supervisor, Portland, OR, 1999-2000

Breed & Co. Hardware, Cashier, Austin, TX, 1998-1999

United States Army, Military Police, Austin, TX, 1993-1998

Education **Austin Community College** - Austin, TX, 2007-2009 Completed 54 credits toward a Business Management degree. 3.8 GPA

Woom bikes performance review:

- Since his introduction as Assembly and QC Manager, Sam has shown incredible benefit to the company. Among his accomplishments are the following:
- Implementation of a documented, standardized process by which bicycles are assembled and quality checked.
- Standardized the hiring process and brought 8 new team members on board, training them to our new standardized process according to best practices established in the Training Within Industry philosophy.
- Has identified talent within his employee base as well as with interviewees, and placed personnel in key roles within the company.
- Has saved the company money by structuring a wage rate and progressive promotion path that offers incremental advancement rather than overpaying employees from the beginning.
- Instrumental in the development of new positions within the organizational structure as well as writing comprehensive job descriptions for these key strategic positions.
- Wrote a structured Professional Development Curriculum by which employees are shown a path for advancement.
- Held formal reviews in which each member of his team has been evaluated and offered praise for accomplishments achieved as well as instructed in opportunities for improvement.
- Successfully completed the Southwest Research Institute's Manufacturing Supervisor Certification Program.
- Has been instrumental in forming a high-morale work environment in which expectations are clearly communicated to employees and job satisfaction is cultivated through setting attainable daily production targets.
- Created assembly processes to streamline and optimize throughput.




- Designed hiring and training program (Professional Development Curriculum) that identified skill sets for assembly techs and set out a path for advancement that was commensurate with experience and capabilities. This new pay-for-performance program saved the company approximately \$96,000 per year, drove employee engagement and ultimately drove performance and efficiencies in the program
- Worked with the Red McCombs School of business MIS 374 program to develop a web application (Ontrax) to monitor productivity and total production numbers and track quality control. This application created analytics on performance and quality control that allowed for key strategic decision-making regarding supply chain issues and technical production numbers. This reporting on quality issues allowed woom to not only get ahead of issues in time for the next order, but also added a layer of accountability to the parts manufacturers. This feedback loop is essential for
- pre-assembly, tech level 1-3

Lean Manufacturing, Six Sigma, Value Stream


Southwest Research Institute - TMAC Lean Manufacturing – Jan 2018 –No expiration date
Including Continuous Quality Improvement (CQI) 5S, Kaizen, Root Cause Analysis, Value Stream Mapping

Southwest Research Institute - TMAC Manufacturing Supervisor Certification Program - Issued Feb 2018 – No expiration date
How to evaluate and take proper action to solve and prevent problems with employees, provide basic stability within the supervisor's department and create a habit of promoting both individual and team safety

 Save

Woom Bikes USA





Designs and sells lightweight bikes for children of all ages.






2019 Inc. 5000 Rank: #259

Leadership: Mathias Ihlenfeld

2018 Revenue: \$ 7.2 Million	3-Year Growth: 1,666%
Industry: Consumer Products & Services	Location: Austin, TX
Founded: 2014	Employees: 25

Share:    

INC. 5000 HONORS

 #27	Top Consumer Products & Services companies	 #7	Top Austin companies
 #20	Top TX companies		