Cory Hinrichs

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WORK EXPERIENCE

Customer Service - Southwest US Region at Division ContiTech of Continental AG

February 2015 - Present

Always set the example to answer every incoming call on the first ring. Supported the success of the #1 Salesperson in 2016 for Southwest Region and USA, achieving 140% AOP, with positive sales growth in all assigned product categories. Partnered for "meet and greet" personal introductions to new Tompkins account leadership, sales, and support personnel to establish and maintain open and genuine rapport. Personally assigned by the Customer Service Manager to create and manage the Hydraulic growth programs and initial stock orders for Tompkins, covering multiple locations and over $1M in first year sales, while maintaining discretion and confidentiality prior to public corporate and industry announcements. Recommended reducing incoming call notification time from 30 seconds to 15 seconds, allowing other representatives a second chance to answer and respond, resulting in 98% answer and 15.8 seconds average response time for 2016. Selected for the second Merivis Foundation Cohort to receive formal Salesforce training and mentoring. Completed over Salesforce 50 training modules in less than one year. Trained three new associates in order management, and how to find and suggest alternative solutions to save orders that may otherwise deliver late or cancel. In 2016, as the new United Way Salary Coordinator, planned a successful campaign with the Plant Manager and Hourly Coordinators, and raised over $50K to support local charities.

Customer Service - Southwest US Region at Veyance Technologies, Inc.

March 2013 - January 2015

Client Technical Support Associate, Medstar Health at Dell Services

June 2011 - March 2013

Technical support for nine hospitals and 20 other health-related businesses across Maryland and the Washington, D.C. region, with more than 26,000 associates and 5,300 affiliated physicians supporting over a half-million annual patients.

HQ Commandant / Base Defense Operations Center (BDOC) Commander at Combined Joint Special

Operations Task Force - Afghanistan (CJSOTF-A)

November 2011 - October 2012

Private E-1 to Promotable Captain CPT(P) at Nebraska Army National Guard

April 1987 - April 2011

Senior Human Resources Officer (S1) at Task Force Durable, 1st Sustainment Brigade

April 2010 - March 2011

Human resources (HR) support for over 1000 assigned, attached, and deployed Sustainment Brigade personnel. HR support included personnel readiness management, personnel accountability, strength reporting, R5 operations (Reception, Replacement, Return-to-Duty, Rest and Recuperation, Redeployment), casualty operations, essential personnel services, postal operations, morale, welfare, and recreation (MWR) operations, and HR planning. Essential personnel services included military pay, awards and decorations, evaluations, ID documents, promotions, and personnel actions. Selected by the Department of the Army for promotion to Major. Awarded 3rd Army Commendation Medal, Military Outstanding Volunteer Service Award, and the Adjutant General’s Corps Regimental Association Achievement Medal.

Senior Human Resources Officer (S1) at Riley Mobilization & Deployment Brigade (RMDB)

August 2009 - March 2010

The Riley Mobilization and Deployment Brigade (RMDB) provided leadership and service support to active duty, Army Reserve, and Army National Guard Soldiers in support of mobilization / deployment activities and the Transition Team redeployment mission.

Commander at 623rd Vertical Engineering Company

February 2008 - August 2009

Leader of a vertical construction unit, detachment, and firefighter teams, over 150 personnel and over $7M in durable equipment. Leader of Nebraska's Homeland Defense CERFP Search and Extraction Element. Awarded 2nd Meritorious Service Medal in June 2008 for achieving a 100% rating on all CERFP team validation tasks, and 2nd Army Commendation Medal.

Service Pro # 49960 at OnForce

October 2008 - July 2009

https://www.onforce.com/?page=pro\_view&id=49960

100% positive feedback rating for 11 work orders

Delivery Department Manager at Lowe's

March 2007 - September 2008

Hired to open a new store with annual sales of $27M, train and lead a team of 10 drivers and loaders, and maintain three vehicles. Facilitated efficient delivery by scheduling, routing, and management of drivers and vehicles, payroll, and other controllable expenses. Increased customer service ratings 12% in the store's first fiscal year, from 77% in Q3, to 89% in Q4. Achieved 100% in Q2 2008, becoming the #1 delivery team in the company. Completed additional sales training certifications in Production Office, Installed Sales, Appliances, and Special Order Sales.

Transportation Security Officer at TSA

November 2003 - March 2007

Earned $2344.00 in cash awards and 16 vacation hours for job performance.

EDUCATION

Bellevue University, BS, Business Information Systems, 2001 - 2003

Nebraska Military Academy, Commission, Officer Candidate School (OCS), 1997 - 1998