Cory Hinrichs

5524 Fremont Street

Lincoln, Nebraska, 68504

USA

(402) 540-2758

Cory.Hinrichs@gmail.com

www.linkedin.com/in/chlnkneusa

EXPERIENCE

Customer Service - Southwest US Region, 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. 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. Partnered for "meet and greet" personal introductions to Tompkins account leadership, sales, and support personnel to establish and maintain open and genuine rapport. 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, Veyance Technologies, Inc., acquired by Division ContiTech of Continental AG

March 2013 - January 2015

Client Technical Support Associate, Medstar Health, 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, Combined Joint Special Operations Task Force - Bagram, Afghanistan (CJSOTF-A)

November 2011 - October 2012

Real estate, security, building, equipment, and maintenance manager of a base camp @ 1M square feet, with a joint operations command center (JOC), base defense operations center (BDOC) with assigned security personnel and Special Forces Operational Detachment Alpha (SFOD A), central receiving and shipping point (CRSP), contracting office, food service facility, medical clinic, maintenance hangar, military working dog kennel, fitness center, laundry, postal office, forge, library, local national shops, barber, and restaurant, over 90 living areas housing over 500 deployed and transient personnel, and 150 government and contract personnel deployed throughout the country. Responsible for over $60M of property, over 430,000 end items and components. In the first week, I disassembled and repaired all of the washers and dryers, initiated contract purchase for commercial laundry equipment, then put the new equipment on maintenance contract to achieve one day service, in comparison to 72-96 hour service from the main post laundry. Initiated technical inspections, letters of justification, and statements of work to gain LOGCAP maintenance support for Camp Vance facilities and utilities. Initiated a partnership with MWR to order new fitness equipment. Directed the purchase and emplacement of 1000 cubic meters of crushed rock to reduce and eliminate disease vectors. Negotiated free SPAWAR internet access with on-site technician, and commercial wireless internet for all living quarters and common areas. Planned, executed, and improved the base defense plan, and installed new active warning systems. Supported the Afghan Business Enterprise Program to develop new areas of goods and services. Scheduled and conducted food service, sanitation, and fire prevention training for Aziz Restaurant to comply with military and commercial standards, and ran Camp Vance Saturday Pizza Nights. Recovered $13M of property from 102 locations across Afghanistan.

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

April 1987 - April 2011

Senior Human Resources Officer (S1), 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), 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, 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, 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, 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, TSA, Department of Homeland Security

November 2003 - March 2007

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

EDUCATION

Bachelor of Science, Business Information Systems, Bellevue University, 2001 - 2003

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