

Jeff Gilbert

Management

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Goal Oriented Manager of two branches doing \$70 Million in sales with a history of exceeding expectations through continuous training, coaching, and communication

Work Experience

Branch Manager

Steiner Electric - Saint Charles, IL

March 2013 to August 2021

Branch Manager

Steiner Electric - St Charles & Crystal Lake

March 2020 to Aug 2021

- Took over all branch functions for both St Charles and Crystal Lake Locations
- Maintaining the brick and mortar
- All outside services required for both locations
- Verify Invoices with Accounts Payables
- All Sales staff performance and training
- Making sure the warehouse functions are maintained
- Maintain all training and perform routine coaching sessions
- Managed the changes being made throughout Covid-19
- Organized complete warehouse renovation for a department to be transferred into the St Charles location

Assistant Branch Manager

Steiner Electric - Saint Charles, IL

May 2019 to March 2020

- I maintained regular communication with the new Warehouse Manager to ensure all job responsibilities were being maintained within the warehouse
- Managed the Will Call sales team
- Managed the Inside Sales team
- Manage Customer Service team
- Performed regular coaching sessions with sales team members
- Performed sales team meetings to discuss sales topics
- Attend Branch Manager Meetings
- Work with internal Auditors to ensure UL standards are being maintained, and perform any required training
- Building Maintenance
- Work directly with Branch Manager on things such as risk assessment and employee reviews

- Monitored Multiple queues and reports to make sure all customer orders including back-orders were being monitored and worked on to completion
- Use PHOCAS software to monitor sales numbers and discuss sales goals with the Inside and Counter sales teams

Operations Manager
Steiner Electric - Saint Charles, IL
February 2018 to May 2019

- I maintained regular communication with the new Warehouse Manager to ensure all job responsibilities were being maintained within the warehouse
- Managed the Will Call sales team
- Managed the Inside Sales team
- Performed regular coaching sessions with sales team members
- Performed sales team meetings to discuss sales topics
- Attend Branch Manager Meetings
- Work with internal Auditors to ensure UL standards are being maintained, and perform any required training.

During this time I scheduled multiple cross-training meetings for myself throughout the company to meet people from other departments face to face and get a better understanding for what their department responsibilities were within the company.

Warehouse Manager
Steiner Electric - Saint Charles, IL
May 2016 to February 2018

The two manager positions were combined into one and I took over sole responsibility of all warehouse functions within the branch.

- Maintain communication with 2nd Shift Supervisor
- Work with all six delivery drivers and router to ensure all customer deliveries are being made within the requested time windows
- All outbound deliveries, UPS/FedEx, and LTL
- All in-coming freight to be received
- All returns from customers brought back by drivers coordinated with the returns department
- Maintaining all UL Standards within the warehouse operations
- Working with inventory control to maintain clean and organized shelving
- Maintain all training of warehouse staff
- Maintain equipment
- Calibrate measurement machines

Warehouse Shipping Manager
Steiner Electric - Saint Charles, IL
April 2015 to May 2016

- Checked in with and coordinated the six drivers operating out of the branch

- Ride with each driver to make sure all safety checks are performed, to assess their interactions with customers, the work performed by the 2nd shift while loading the trucks, and to discuss any opportunities for improvement from routing, to the load, to unloading
- Worked directly with the router to coordinate the next days deliveries
- Worked with the 2nd Shift Supervisor to address any issues from the previous night
- Set up any LTL deliveries
- Continuous training of employee through use of Integrity Coaching
- Equipment Maintenance
- Calibration of measurement machines such as scales and wire coiler

2nd Shift Supervisor

Steiner Electric - Saint Charles, IL

April 2013 to April 2015

- Picking and packing all product for customer deliveries
- Picking and packing all product set to be transferred to another facility
- Sorting all product and staging the product for shipment
- Fulfilling all UPS & FedEx shipments
- Fulfilling all LTL shipments
- Unloading the transfer trailer of incoming product
- Loading the transfer trailer of all outgoing product being delivered by other branches
- Loading the six delivery trucks in reverse order taking into account the order of all small parcels, skids, and long-stock, to ensure all product will fit and won't exceed the trucks weight limit.
- Any product that arrived during transfer not already routed, I was required to route in the new stop accounting for requested delivery windows
- Responsible for the basic cleaning of the warehouse

During this time I took it upon myself to begin learning other procedures such as receiving & inventory control

Education

Associate's degree in Construction Management

College of DuPage - Glen Ellyn, IL

August 2007 to June 2009

Bachelors in Computer Science

Central Michigan University - Mount Pleasant, MI

August 2005 to June 2007

Skills

- Shipping & Receiving (7 years)
- Supply Chain Logistics (7 years)
- Microsoft Word (10+ years)
- Microsoft Excel (10+ years)

- Management (8 years)
- Microsoft Powerpoint (10+ years)
- Supervising experience (10+ years)
- Warehouse experience (10+ years)
- Business Operations (5 years)
- Sales Administration (3 years)
- ERP systems (8 years)
- Business coaching (5 years)
- Administrative Operations (5 years)
- OSHA (10+ years)
- E-commerce (5 years)

Certifications and Licenses

Forklift Operation Trainer

November 2015 to Present

Trained by Associated to train others the safe and appropriate way to operate any and all powered machines per OSHA standards within those machines respective operational environments

Integrity Coaching

April 2015 to Present

Completed the Integrity Coaching course and continued to use the skills learned within the course to help others around myself build up their own skill development, personal drive, and responsibility awareness. A large part is helping others to set reachable goals within a specific timeframe with continuous follow up. As each goal is met, a new goal is set, and as time goes on individuals take the initiative to learn and grow as individuals both as a person, and within their place of work.

Integrity Selling

February 2018 to Present

Completed the Integrity Selling Course. I used the skills learned within this course and the Integrity Coaching Course to work with the sales teams to set goals, create sales call plans, practice overcoming obstacles during a call with a customer, and performing post-call reviews to assess what happened and any other strategies that could be used going forwards. Integrity Selling gives tools to assess the customers needs and provide solutions that will meet those needs creating a stronger relationship securing future business.

Forklift Certified

March 2013 to August 2021

Certified to operate propane sit-down forklifts, electric sit-down forklift, stand-up forklift, order picker, and riding & walk behind power-jacks