

John Chleborad

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PROFESSIONAL EXPERIENCE

ALSIDE SUPPLY

AUGUST 2019 – PRESENT

SERVICE & SUPPORT REPRESENTATIVE

Main point of contact for customers, providing order, quote and product knowledge support. Assist Branch Manager in fielding and resolving customer issues, inventory management, purchasing and all aspects of managing the office as required.

NELSEN CORPORATION

SEPT 2018 – AUGUST 2019

ACCOUNT MANAGER

Oversee a portfolio of accounts, develop new business from existing clients and actively seek new sales opportunities, create long-term, trusting relationships with my customers.

- Served as the lead point of contact for a \$2.25M portfolio, ensuring timely and successful delivery of solutions according to customers' needs and objectives, including managing challenging client requests and issue escalations as needed.
- Gained 6% in sales and increased profitability by 8% over a 7-month time period while developing new relationships with an existing customer base and sourcing and growing new business.
- Collaborated with sales and management team to identify and grow new opportunities within the territory.
- Managed multiple portfolio projects while maintaining sharp attention to detail.
- Forecasted and tracked key account metrics (e.g. monthly and quarterly sales results and annual forecasts).

JELD-WEN WINDOWS & DOORS

JANUARY 1993 – JANUARY 2017

REGIONAL SALES REPRESENTATIVE, HOME CENTER GROUP

Developed, maintained and grew millwork sales in the Home Center environment in the Southwestern US.

- Performed merchandising and coordination of sales for new and existing products and maintained displays and supporting materials for all products sold through the Home Center channels.
- Communicated regularly with management regarding new sales, product opportunities and competitor activities.
- Oversaw warranty-related concerns including service calls to residential homes, providing assessments and evaluations of issues; repairing when able and referring to a service technician where needed.
- Maintained effective communication with various levels of management teams at the local and Corporate levels; providing new product information, sales opportunities and assistance with customer relations.
- Conducted regular product knowledge and informational training sessions for customer groups of various sizes, providing opportunities to develop new business to grow the market share in a down economy.
- Gained sales in non-conventional markets, such as large commercial projects, through developing strong relationships with decision makers and the customers of my customers.

INSIDE SALES

Performed all duties of the Inside Sales position in a millwork distribution company in a high-volume fast paced environment.

- Provide ongoing support and guidance to customers on a variety of issues including problem resolution and providing materials while ensuring sales goals of both customer and company.
- Order entry, quoting, account management, communication with customers.
- Worked closely with customers both individually and in a team environment to ensure their needs were met in a timely and efficient manner.

OFFICE MANAGEMENT

Managed an office staff of up to 15 employees including Inside Sales, Customer Service, Accounts Receivable, Accounts Payable, Payroll & general staff.

- Managed quarterly Physical Inventory, ensuring proper controls, processes and procedures were followed and perpetual/physical counts and costs were accurate for accounting purposes.
- Managed and maintained business software including data management, inventory control and pricing and production controls.
- Worked with the Information Systems group in creating, launching, maintaining and training on electronic catalogs for Home Center sales.
- Used graphical software to develop and maintain a product catalog for our customer base, reducing the sales cycle time and order entry errors and resulting in improved customer relations and increased sales.
- Completed performance reviews and wage evaluations of all office staff. Interviewed potential job candidates and filled positions as required.
- Provided opportunities for employees to become proactive in their professional and personal growth and encouraged collaboration with peers to make the office processes run efficiently and more effectively.

INFORMATION SYSTEMS MANAGEMENT & TRAINING

Directed Information Systems support including software installation, employee training and consultation both onsite and remotely for 14 distribution companies located throughout the United States.

- Trained and provided consultation for employees in effective office procedures including inventory management and physical inventory controls, processes and procedures.
- Produced, organized and presented divisional training meetings for Corporate Executives, General Managers, Office Managers and various other levels of employees.
- Provided business software support and maintenance and provided office procedure, business process and employee and physical inventory training for two start-up companies.
- Successfully developed, launched and provided training for office personnel on sales catalog in all distribution companies.
 - Trained and provided support for business software pricing structures
 - Trained and provided ongoing support for development of locally produced pricing catalogs, including the use of graphical and publishing software packages
- Assisted company managers in gathering and providing weekly report information including developing and implementing structures for corporate requirements; provided general PC support where required.
- Participated in the corporate decision-making process for an electronic price catalog implementation in all US Distribution companies.

SAFETY/QUALITY MANAGEMENT & TRAINING

Managed and trained on Divisional Safety & Quality programs for 14 distribution companies located throughout the United States.

- Successfully developed and implemented programs policies and procedures directed towards continually increasing employee safety in the plants.
- Produced and presented employee safety meetings at the local and divisional plant levels.
- Audited and provided remote and onsite consultation and training directed at improving quality in both the customer service and production environments.
- Presented, establish, and assisted in maintaining a Corporate Customer Service Initiative for employees in all US distribution companies.

HUTTIG BUILDING PRODUCTS

MARCH 2017 – SEPTEMBER 2017

INVENTORY CONTROL SPECIALIST

Managed lumber and millwork inventories through reconciliation of daily cycle counts. Investigated and determined reasons for all discrepancies as they were discovered, managed all issues related to missing or damaged product including facilitating communications between warehouse, yard and office. Managed inventories in various warehouse groupings within the business software and managed and controlled vendor returns and credits. Performed monthly inventory tasks as required by procedure.

CAREER SERVICES ADVISOR

Responsible for 250+/- students enrolled in programs, maintaining communication throughout their coursework and as they approach graduation. Educating students on effective resume writing, networking skills and interviewing processes and expectations. Assist students with personal and professional goal development, developing a positive self-image and ultimately preparing them for successful employment. Helping students assess their competitive strengths, realize appropriate career expectations, learn job search techniques and to understand and properly utilize their social media presence. All with the goal of preparing them for a successful interview and acquiring a job offer.

EDUCATION

Northern Arizona University – Bachelor of Science in Business

Arizona State University – High School Teaching Certification, Business

Woz U – Software Development Certification

San Diego State University – Business Management, Varsity Baseball

COMMUNITY INVOLVEMENT

Co-founder, Arizona Hawks Lacrosse Club, an unconventional travel team dedicated to giving back to a community of players who cannot afford or wish not to pay the high prices of traditional travel teams.

- Developed the logo and color scheme, directed uniform design and assisted with the design and development of the website and social media pages of the club. Managed player and parent communications including hotel, travel and dining accommodations.
- Produced and edited game highlight film for players wishing to get exposure to colleges, but who are not able or willing to pay the high cost of professionally edited film.

Volunteer Pitching Coach, Joy Christian HS Varsity Baseball

Assistant Head Coach, Glendale Vipers Junior High Lacrosse team