

# RANDAL J. KLEIN

9150 Powderhorn Lane, Indianapolis, IN 46256 | 317-522-7530 | cofrandy@yahoo.com

## Professional Summary

---

Talented sales professional who effectively multi-tasks and balances customer needs with company demands. Efficiently builds loyalty and long-term relationships with customers, while consistently reaching sales targets.

## Skills

---

- Excellent communication skills
- Relationship building
- Adaptable
- Excellent negotiating tactics
- Supervisory skills
- Detail Oriented
- Organizational Skills
- Needs analysis
- Full service restaurant background
- Acquiring new customers
- Team leadership
- Proven sales record
- Customer Service
- Building Effective Relationships

## Work History

---

### Sales Consultant

02/2017 to 07/2018

#### F.E. Moran Security Solutions | Indianapolis – Carmel, IN

- Uncover solutions for business and home owners designing and integrating smart security and video surveillance systems.
- Established relationships with takeover customers from company acquisition and overcame the challenges with grandfathered customers due to rate increases and changes involved with infrastructure that required upgrade to system.
- Designed marketing and literature for trade shows, door to door campaigns, thank you cards, and follow up emails from all aspects of the sales process.
- Positioned myself to always help the customer while keeping an eye on company profitability.
- Utilized house CRM for electronically signed contracts, documents, and activity.
- Developed strategic marketing campaigns utilizing B2B and residential cold calling, canvassing, social media, direct mail, networking, trade shows, and other marketing tools including follow up service calls to insure best relationship to obtain referrals.
- Closing rate 70%. Monthly Average 21. Top month 31 sales.

### Sales Associate

07/2016 to 02/2017

#### ADT Security Services – Fishers, IN

- Identified customers through ADT database to make appointment for in home presentation to provide security alarm systems for residential customers.
- Utilized networking groups to prospect for small businesses for ADT solutions.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions then providing solution with ADT.
- Provided effective demonstrations of alarm systems so that customers understood how to use each feature.
- Prospected for referrals through existing customer base.

### **Owner/Operator Full Service Catering and Food Truck Businesses**

07/2013 to 05/2016

**KinsleyLLC** – Indianapolis, IN

- Established catering and food truck businesses converting office and warehouse space
- Created, implemented, and executed menus according to venue, location, and event
- Canvassed businesses and utilized social media to establish consistent sales
- Recruited, trained, and coached staff of 1 to 15 people
- Ordered and maintained inventory for facility and daily operations
- Maintained all state and local requirements involved with establishment, sanitation, and safety
- Executed all daily and monthly business operation tasks (Accounting, Advertising, etc.)

### **Direct Sales Representative/Home Security Specialist**

11/2009 to 10/2013

**Comcast** – Indianapolis, IN

- Outside door to door sales providing cable television, internet, home phone, and home security solutions
- Adapted to ever changing products, price points, territories, commission structures, and procedures
- Always achieved over 100% of quota every year
- Shared personal sales skills with new team members helping them and team improve monthly numbers

### **Self Employed Insurance Sales Producer**

01/2006 to 11/2009

**Advantage Family Insurance Solutions** – Indianapolis, IN

- Established a brokerage for life, health, and disability insurance programs and annuities
- Telemarketing, door to door, business to business, and networked for leads
- Educated candidates with solutions by comparing many companies and products to fit needs with budget for all ages including Medicare
- Utilized Aflac products to provide insurance solutions to small and medium businesses.

### **Restaurant Management**

10/1993 to 01/2006

**Sahms Restaurants** – Fishers, IN

- Experienced with all aspects of operating and managing successful and profitable catering, breakfast, and full service family dining restaurants
- Managed over 40 employees with minimal turnover.

## Education

---

**Associate of Science:** Conservation/ Law Enforcement

**Vincennes University** - Vincennes, IN

## Accomplishments

---

- Earned 2 promotions-Comcast
- "Elite" producer award-Comcast top 5% company wide sales- 5 times
- Assisted establishing and maintaining several restaurants
- Established profitable Food Truck and Catering Business
- Established Life and Health Insurance Brokerage