

# **RICHARD ELMLINGER**

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## **OBJECTIVE**

Highly experienced Customer Service and Sales professional. Successful in several high-volume situations in multiple marketplaces. Pursuing an aggressive, growing company which can best utilize my experience.

## **EXPERIENCE**

### **01/1995– 07/2018**

Director Customer Service • Tuxedo Junction Inc. • Williamsville, NY

Start in B2B sales. Promoted to Call Center manager and then to Director. Involved in all aspects of company.

### **07/1988– 11/1994**

Sales Manager • Heidie's Tuxedos • Buffalo, NY

B2B sales and service. Asst. Manager in Home office retail store and production warehouse.

### **03/1986– 07/1988**

District Sales Manager • Van Heusen • Woodbridge, VA  
**RICHARD  
ELMLINGER**

## **SUMMARY**

Commissioned sales, Outside B2B sales and service. Sales manager for single and multiple store locations. Supervised Call center inbound and outbound cold call sales. Duties have included collections, recruiting and training, Point person for escalated conflict resolutions.

## **Achievements**

At Van Heusen managed highest volume district in company. Promoted to DSM after three months. While at Heidie's tuxedos increased wholesale division by 30% in first eighteen months. Long career at Tuxedo Junction, implemented loss prevention methods that reduced company rental loss by 90%. Received company's

highest service award after two years. Help implement diversity work program with Catholic charities for production workforce.

## **Education**

Villa Maria College- AAS degree in Business

## **REFERENCES**

Mike Bristol

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