

Peter Widders

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Customer Service Executive

Highly dedicated military veteran and sales professional with extensive skills in communication, customer service and sales through consultative and solutions-oriented strategies.

- Marketing & Sales Strategies
- Business Development
- Team Management & Training
- Customer Service
- Solution Sales
- Revenue Generation
- Microsoft Office 365

Career Experience

On-site services representative, GRAINGER INDUSTRIAL SUPPLY, UC Berkeley, CA 2019-current

Dedicated on-site resource to UC Berkeley facilities maintenance division to provide customer-service and support with product selection, procurement and expertise of Grainger's 1.7million + items, as well as manage our KeepStock inventory solutions program.

- Collaborated with key decision makers at UC Berkeley to provide a seamless procurement process and relationship with Grainger that generated over \$1.5m last year.
- Successfully expanded KeepStock partnership by adding 4 new vending programs.

Client Relationship Associate, KFORCE, San Ramon, CA 2018

Managed a diverse portfolio of existing and emerging health, technology and insurance business clients to provide consultative IT staffing solutions.

- Implemented effective marketing strategies aimed at business development and growth through phone and digital channels including e-mail and LinkedIn.

Solutions Sales Specialist, FASTENAL, Bay Area, CA 2017

Dedicated sales professional providing of expertise and problem-solving through FAST vending inventory management solution. Played a key role in management of 100+ customer accounts across 19 branches and encompassing more than 250 machines.

- Delivered consistent increase in sales generation from 2016 metrics with 40 new machines contracted in the second half of the year—achieving a 32.6% increase in sales for December.
- Played a key role in management of 100+ customer accounts across 19 stores and encompassing more than 250 machines.

Customer Service Associate, GRAINGER INDUSTRIAL SUPPLY, Concord & San Leandro, CA 2010 to 2017

Achieved customer satisfaction and contributed to company sales targets by serving as knowledgeable, professional resource on company products and services to navigate customers toward a product and provide excellent service.

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Rocket Systems Specialist, U.S. ARMY, Global Locations

2004 to 2010

Served in active and reserve duty advancing national interests as member of respected military organization. Led assigned group in technical system operation and maintenance support as member of Multiple Launch Rocket Systems team. Assisted in training and development exercises to aid in performance improvement.

- Achieved rank of corporal, maintaining duties as non-commissioned officer leading group tasks.
- Awarded three Army achievement medals in recognition of outstanding contributions in domestic assignments and one tour of duty in the hostile zone of Iraq in support of Operation Iraqi Freedom.
- Named 'Best Launcher Crew' out of 18 logistical support units in battalion-wide competition.

Education

Bachelor of Arts, Communication & Media Studies, 2017

CALIFORNIA STATE UNIVERSITY EAST BAY, Hayward, CA

Completed courses in mass and interpersonal communication, mass media studies, marketing and advertising, public relations, qualitative and quantitative research, journalism and media production.