

## **Richard A. Heist**

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### **JUNIOR SOFTWARE DEVELOPER**

Dedicated and driven, I have a strong enthusiasm for software development and a collaborative approach to team dynamics. I am eager to contribute my skills in building and optimizing software solutions while continuing to learn and grow my skill sets.

Problem Solving | Customer Service | Leadership | Excellent Communication | Innovation|

**Russell Roofing**, Eastern Pennsylvania

**Director of Warehouse Operations**

**May 2023 - Present**

Oversee daily operations and inventory. Ensure all materials taken out and returned are accounted for to keep books balanced and accurate. Assist superintendents and foreman in the field with materials forgotten or unaccounted for as well as assist on jobs where help may be light. Currently hold an OSHA 10 certification and am training for OSHA 30 to be the company Safety Inspector.

**Russell Roofing**, Eastern Pennsylvania

**Project Manager**

**September 2021 - May 2023**

Inspect customers roofing and exterior concerns, provide a detailed proposal and action plan for remediation and repairs. Assist the production team with material lists and breakdowns, acquire supplier quotes, and provide full customer service beyond the sale.

**Smith & Nephew ENT**, Eastern Pennsylvania

**Territory Manager**

**June 2017 - August 2021**

Maintained and grew a \$2,000,000 territory including sales calls, labs, case coverage and contract negotiation.

- Grew turbinate business 16% YoY in 2019
- First territory to implement mobile labs
- Awarded Top Gun in New Hire Training
- 2018 Quota Achiever (101% to plan)
- 2019 Quota Achiever (105% to plan)

**Wright Medical**, Southeastern Pennsylvania, Northern Delaware

**Sales Representative**

**April 2015 – June 2017**

Responsible for sales and technical support for all Foot & Ankle and Orthobiologic product lines.

- Grew territory to \$2,300,000 in revenue.
- Retained 100% of Wright business and grew an average of 13% per year.
- Executed company sponsored lectures and labs to surgeons.
- Successfully launched new products and line extensions with highest adoption rate in region.
- Finished 3<sup>rd</sup> Overall in Wright Medical National Sales Training .
- 2015 Quota Achiever.
- 2016 Quota Achiever.

**Bioventus, LLC**, Southeastern Pennsylvania

**Sales Representative**

**July 2013 – March 2015**

Provided clinical and technical information on bone growth stimulation to healthcare professionals and their patients.

- Effectively maintained inherited accounts and increased prescribing orders by 15%.
- Adhered to inventory and sample control processes which include compliance regulations, cost control measures, and field/sample inventory management
- Conducted clinical/reimbursement in-service training programs with appropriate customers.

**Advantage Orthopedics, Southeastern Pennsylvania**

**Sales Representative**

**July 2012 – July 2013**

Marketed and sold orthopedic equipment and bracing in a previously untouched territory.

- Grew territory to \$300,000 in revenue.
- Conducted market research, cold called medical facilities, and called on surgeons to use our products.
- Provided on-site training and expertise on bracing and bone growth stim.
- Delivered and educated all patients on proper use of prescribed equipment.
- Serviced and managed hospital-based accounts as well as large multi-physician and multi-specialty groups.
- Demonstrated ability to develop strong, trusting relationship, resulting in an improvement in business results.
- Strong ability to build and execute sales plans and goals.

**Power Home Remodeling, Southeastern PA and NJ**

**Sales and Marketing Representative**

**November 2009- June 2012**

Conducted presentations to promote energy efficient products at in home appointments with clients.

- Researched the market, developed strategy, and effectively executed plan to succeed.
- Built successful business through communication and networking with homeowners and clients.
- Chosen by CEO to help lead mentorship program.
- Selected as a national sales trainer and mentor for new sales hires.
- Successfully developed cold calling and selling strategies that have aided in my success.

**MILITARY**

**United States Marine Corps Reserve, Non-Commissioned Officer**

- Served in a billet above my paygrade as a team leader for an assault team.
- Activated under Presidential orders twice; Operation Enduring Freedom in Camp Lejeune, NC and Operation Iraqi Freedom in Ah-Nasiriyah, Iraq.
- Graduated School of Infantry as top Assaultman in class.
- Served in combat zones.
- Numerous awards, medals, and commendations.
- Honorably Discharged as Corporal.

**EDUCATION**

**Certificate, Full Stack Web Development**

University of Pennsylvania- Philadelphia, PA

**Front End Proficiencies:**

HTML, CSS, Javascript, JQuery, HandlebarsJS, React, Bootstrap

**Back End Proficiencies:**

APIs, NodeJS, Express, MySQL, MongoDB, Mongoose, GraphQL

**Bachelor of Arts, Professional Studies / Sociology and Professional Education**

West Chester

University- West Chester, PA