

Joseph Glaser

Head of Global Sales

New York, NY 10016

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Authorized to work in the US for any employer

Work Experience

Sales Director/ Acting COO

Solgaard - New York, NY

January 2019 to January 2020

- Determine annual unit and gross-profit plans by implementing marketing strategies; analyzing trends and results.
- Revive dormant business by tactfully auditing inactive accounts
- Establish sales objectives by forecasting and developing annual sales quotas for regions and territories; projecting expected sales volume and profit for existing and new products.
- Implement national sales programs by developing field sales action plans.
- Maintain sales volume, product mix, and selling price by keeping current with supply and demand, changing trends, economic indicators, and competitors.
- Establishes and adjusts selling prices by monitoring costs, competition, and supply and demand.
- Manage a large volume and variety of business-to-business accounts.
- Thoroughly qualify and establish new accounts.
- Establish new and innovative ways to meet the needs of customers.
- Liaise with clients on point of sale displays, product sales, and promotions.
- Uphold display guidelines through routine maintenance and attention to detail.
- Fine-tune content of sales presentations by studying an array of sales channels.
- Focus sales efforts by analyzing sales volume of existing and potential retailers.
- Automate and prepare weekly, monthly, and territorial reports
- Monitor competition by gathering current information on pricing, products, delivery schedules, and merchandising techniques.
- Resolve customer complaints by investigating problems and developing solutions.
- Enable the sales team to meet their goals by contributing to a positive and productive team atmosphere.
- Expand professional and technical knowledge by reviewing professional publications and establishing personal networks.
- Increase revenue generated by key accounts from thoroughly examining purchasing trends to accurately suggest items that can move quickly

Director of Sales and Operations

LOQI LLC - Brooklyn, NY

March 2017 to January 2019

- Head of the US operations for LOQI LLC
- Managed Customer Service, Sales and Operations

- Improved customer service standards through out LOQI LLC
- Improved operational standards through out LOQI LLC
- Maintained account's providing customer service and account maintenance
- Developed new procedures and policies to maximize sales
- Developed procedures for operations within the warehouse to minimize shrinkage
- Accounts receivable & Accounts Payable
- Prepared tax documents annually for external accountant.
- Lead a team of sales reps & customer service associates
- Assisted in promotion and development of brand
- Grew and developed existing and new relationships
- Maintained company website and E-commerce activity
- Handled importing and exporting of good into the USA/Mexico/Canada and Indonesia
- Prepared customs documents for freight
- Handled 2000+ accounts
- Direct contact of the US based company with responsibilities in development and growth
- Handled key accounts including Nordstrom, SF Moma, Museum of Fine Arts Boston, Guggenheim
- Worked closely with LOQI GmbH while developing policies, procedures
- Preparation of tax documents for external accountant
- Traveled interstate and internationally as a representative of LOQI
- Collaboration with major media companies such as: Art News, Art In America, Vogue, Vanity Fair and Cosmo

National Sales Manager

LOQI LLC - Brooklyn, NY

July 2016 to March 2017

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Sales Operations Manager

Baci Fashion - Brooklyn, NY

July 2015 to July 2016

- Maintained and developed client relationships
- Drove sales through a team of sales reps

- Face of the company at fashion shows and events
- Traveled for business throughout various states in US
- Increased clientele from 540 boutiques to 1031
- Assisted in production of new styles
- Assisting clients in deciding what merchandise to purchase for stores
- Main point of contact for any and all account related issues
- Assisted in photoshoots, styling, and branding
- Maintained company website and all E-commerce activity
- Ability to open and close deals of 10k plus daily
- Outbound calls to generate sales, and grow existing business, as well as updating existing client of new business

Sales Manager

Macy's Herald Square - New York, NY

June 2013 to July 2015

- Leading and developing a team of associates
- Ensured sales floor was maintained and orderly
- Schedule staff and maintain full coverage main floor
- Provided weekly coaching to staff
- Maintained a clientele of 105 repeat clients
- Maintained and surpassed daily/weekly/ monthly sales goals
- Ranked Number 6 in Macy's Herald Square sales, Number 8 in the tristate area
- Assisted in creating and maintaining visual displays

Personal Banker

Sovereign Bank

June 2012 to July 2013

- Maintained existing customer database
- Drove new business
- Cross sales of bank products
- Maintained relationships with existing and new clients
- Assisted tellers in day to day operations
- Able to sign off on checks up to \$500,000
- Run daily reports and close cash drawer

Event Coordinator

Brooklyn Museum of Art

April 2008 to June 2012

- Helped organize events at museum: Target first Saturday's, Weddings, Brooklyn Ball
- Planned charity events to increase revenue for Museum
- Assisted visitors in reserving tours
- Directing visitors on specific interests they had
- Maintained a portfolio of various events hosted and funded by the museum director

Education

Associate of Applied Mathematics and Science in Applied Mathematics and Science

Kingsborough Community College - Brooklyn, NY

May 2010

Skills

- ADP (3 years)
- coaching (2 years)
- customer service (6 years)
- Microsoft office (3 years)
- SALES (7 years)
- Operation (5 years)
- Revenue Cycle (4 years)
- Logistics (3 years)
- Strategic Planning (4 years)
- Budget Management (5 years)
- Retail Management (4 years)
- Supply Chain Management (5 years)
- Forecasting (5 years)
- Warehouse Management (2 years)
- Operations Management (4 years)
- Sales Management (6 years)
- Purchasing (4 years)
- Sourcing (3 years)
- Payroll (3 years)
- QuickBooks (3 years)

Additional Information

SKILLS

Software: Microsoft Office Suite, PowerPoint, Ability to develop new business, Strong organization and multitasking, Organizing photoshoots, fashion styling, Training and developing a team of workers, ADP payroll, Paycheck Payroll, Complex POS systems, Invoicing/Billing, Customer service, Sales, Marketing, E-commerce, Fundraising, Event organization, Filing, Faxing, Scanning, Quickbooks, Staff coaching, Interviewing, Team building