

# Stephen Seither, MSC

504-259-6166

Stephen.seither@gmail.com

Motivated, self-starter seeking employment in the tech industry that will enable me to leverage my background in cold calling, marketing, sales, and business development as tools to pursue an opportunity with a leading tech company. Noted for great work ethic, strong organizational skills, keen business acumen, excellent interpersonal and written communication skills, leadership, presentation skills, attention to detail, analytical skills, and drive for continuous improvement and to develop innovation.

*Proficient in Microsoft Office Suite: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, and Outlook. Excellent general computer skills particularly Windows. Proven ability to learn new software programs and computer systems.*

## Education

**Liverpool John Moores University**, Liverpool, England

**November 2018**

**Master of Science in Operations Management**

Graduated with Merit

Studied the administrative and operational aspects of business as it relates to international transport, trade, and supply chain logistics. Coursework included project management, logistics systems, research principles, insurance, business management, operations research, and logistics systems.

Thesis: A Critical Assessment of the Effectiveness of the International Safety Management Code and Operational Safety Management System. A look into regulation vs. actual implementation.

**Texas A&M University**, Texas, USA

**December 2016**

**Bachelor of Science in Marine Transportation**

Cum Laude GPA 3.65

## Work Experience

**Alta Resources**

**Current**

- Specialized in sales support through the handling of inbound calls and outbound calls concerning business to customer sales for well-known manufacturer as part of a startup business model.
- Corresponded regularly with client and customers via phone and email in a call center environment.
- Managed sales and customer service activities to assist with the total sales process and lead management efforts.
- Utilized Salesforce.com on a daily basis to retain consumer data and records.
- Discussed product features, benefits, and salability with customers.

**Lasker Bed and Breakfast**

**November 2013 – December 2016**

- Managed a team of employees to meet customer specifications for special events utilizing attention to detail, work ethic, and ability to prioritize.
- Coordinated with vendors and clients to ensure successful event completion and delivering on time results.
- Enhanced time management and organizational skills resulting in high levels of customer satisfaction.

**Texas A&M University at Galveston Library**

**September 2014 - December 2016**

- Work independently to complete data entry records of lent out materials and monthly reports.

- Built relationships and coordinated with patrons and other libraries around the country to borrow and lend books/articles needed.
- Strived for continuous improvement of customer service through the efficient monitoring and handling of inbound and outbound calls.
- Utilized Ms Office skills daily including Word, Excel, Outlook, and PowerPoint. Proven ability to be a resourceful and fast learner of new computer programs.
- Employed a detail-oriented approach to negotiation, procuring materials, and processing customer requests leading to improved efficiency, increased number of requests processed, and faster response time.

#### **Keystone Shipping Company, Internship**

**December 2015-January 2016**

- Experienced Great Lakes Pilotage and gained a greater knowledge of the shipping and transport industry.
- Loaded various bulk cargoes in accordance with industry safety regulations and environmental, health, and safety policies resulting in zero incidents or injuries.
- Employed project management skills to coordinate multiple teams to successfully meet deadlines.

#### **Shell Trading and Shipping Company, Internship**

**June 2015 – August 2015**

- Planned and implemented safety procedures and work plan meetings to ensure a productive workflow.
- Managed teams of workers to achieve common goals in a fast paced and dynamic environment.
- Stood watches involving vessel navigation through straits of Singapore and Hormuz.
- Carried out maintenance and inspections of safety equipment including personal protective equipment.

<b>Organizations and Awards</b>
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#### **Texas Maritime Academy Corps of Cadets**

**August 2013-December 2016**

- Battalion Senior Chief
- Academic Officer of Charlie Company
- Organized study halls, scheduled freshman training sessions for their professional development, compiled grades, and provided mentorship for all students within the battalion.

#### **Shell Leadership Award**

- Awarded as the culmination of a competitive leadership workshop. Teams worked collaboratively to evaluate issues of workplace security, ethics, and integrity resulting in the determination of creative problem resolutions.

<b>Certifications, Skills, &amp; Coursework</b>
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TWIC, Logistics Systems, Technical Business Writing, Spanish (intermediate), Leadership Development, International Trade, Project Management, Business and Management, Finance and Economics, Operations Research, Business Math, Operations Administration and Economics, Inland Waterways, Bridge Team Management, Information Management Systems