Kevin R Dohring Jr.

710 Brighton Road; Tonawanda, NY  14150

[kevindohring@gmail.com](mailto:kevindohring@gmail.com)

716-572-1719

**Summary**

To secure a Client Services Associate position at LaSalle Solutions that will allow my customer-focused approach and track record of successfully meeting and exceeding all established goals to help in the overall growth of the organization.

**Education**

University at Buffalo, State of New York (2007-2009)

* Bachelor’s of Science - Electrical Engineering

D’Youville College (2009-2010)

* Bachelor’s of Science - Exercise Science, Sports Medicine

**Work Experience**

*Ingram Micro* - Order Support Specialist II (November 2016 - Present)

          - Order Support Specialist I (November 2015 - November 2016)

* Assist customers with Cisco quoting and ordering, hardware and services
* Develop and maintain positive relationships with internal and external customers, including strategic accounts
* Coordinate between internal departments to ensure customer satisfaction and sales growth
* Initiate and manage several continuous improvement projects, including converting all training documents to a single computer program and creating a Federal SEWP tracker

*Target* - Logistics Coordinator (November 2014 - November 2015)

* Oversaw inbound and outbound product shipment, storage and location

*Hertel Lounge* - Owner (September 2012 - May 2015)

* Oversaw all business operations
* Customer focus to drive profitable sales
* Hiring of Employees
* 100% compliance with all NYS regulations

*Barcelona* - Manager (May 2010 - September 2012)

* Till balancing
* Coordinating employee schedules
* Responsible for vendor payments
* Oversaw product orders and delivery
* Organized events

*Wegmans* - Front End Coordinator(August 2004 - June 2011)

* General front end management
* Oversaw employees in daily operations
* Acknowledgements: Superstar Award for Incredible Customer Service (2006, 2010)

**Known Software Tools**

Proficient in Microsoft applications (Word, PowerPoint, Excel, Access, Outlook, and Publisher)  
  
Proficient in Cisco specific applications (CCW, CSCC, e-Delivery Portal, and Case Management Tool)

**References**

Joshua Yagy

[Joshyagy@gmail.com](mailto:Joshyagy@gmail.com)

518-361-5993

Joseph Kolesnick

[Josephpkolesnick@gmail.com](mailto:Josephpkolesnick@gmail.com)

716-536-1257

Anna Jank

[ajank4@gmail.com](mailto:ajank4@gmail.com)

716-697-5697

Nicole Woods

[FaithEDF@gmail.com](mailto:FaithEDF@gmail.com)

716-341-3743