

# Thomas A. Moleski

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## WORK EXPERIENCE

### **McMaster-Carr Supply Co.** Cleveland, OH

*Technical Specialist, Product Information and Data Specialist, Customer Service Generalist*

September 2013 - Present

- Industrial Distributor for over 550,000 products that specializes in product development, publishing, technology, and sales
- Analyze and input extensive technical product information from suppliers and manufacturers to provide consistent and verifiable data for corporate website relating to new catalog items
- Consult with suppliers and manufacturers for quoting specialty products, obtained applicable information for our customers and company database
- Managed CAD Expansion team to deliver and review updated 3D CAD models and drawings for over 50,000 existing and new products, created and implemented CAD standards
- Train peers to review, extract pertinent information from engineering and technical drawings as well as created multiple training resources for team members in various departments
- Accurately and expertly received orders and payments, guided customers with technical support through e-mail and phone effectively through enormous inventory to meet their business goals
- Customer-facing problem solving, including interpreting engineering and design requests, failures, general order issues, recommendations, and technological knowledge

### **Renold Jeffrey**, Morristown, TN and Cleveland, OH

*District Sales Manager*

September 2011 – September 2013

- Support sales efforts for the Ohio and Western Pennsylvania region, resulting in over \$3 million in sales for FYE 2012, with a growth of 5%
- Contribute toward sales and development strategies for two largest distributors in the US by meeting with customers over the phone, email or on site to assist in sales process
- Provide technical support to roller and engineering chain users, including failure analysis, modifications to systems, surveys of steel mills, theme parks, manufacturing plants, etc.
- Market technical presentations regarding specialized aspects of our products, how to sell and appropriate applications to meet the customer's specific needs
- Monthly reporting including monthly territory updates/issues, sales analysis, forecasting, success stories, and cost savings reports
- Collaborate with the engineering department to review new and updated designs as well work closely with the inside sales staff regarding requests for quotes, orders, delivery, and freight issues

### **Koyo Corporation of USA**, Westlake, OH

*Application Engineer – Industrial Original Equipment and Aftermarket Bearing Division*

June 2008 – September 2011

- Consulted and recommended solutions for customer design issues
- Determined root cause of failed product and report findings to customer to correct mechanical practices and prevent future failures
- Technical support for salesmen, customer service, order management, and traffic departments as well as external educational support for customers
- Engineering representative for the West Coast sales force, California, Oregon, Washington, Nevada

## EDUCATION

**The University of Akron**, Akron, Ohio, 2008

Bachelor of Science in Mechanical Engineering, Magna Cum Laude

## TECHNOLOGY

Microsoft Office, Visual Basic, Oracle, SAP, SolidWorks, AutoCAD, Mainframe, Slack

## ACHIEVEMENTS

Cuyahoga County Board of Elections Volunteer, Mathematics Tutor for High School/College