

First Last Name
City, State 00000

(508) 333-4444
falesename@gmail.com

PROFESSIONAL SUMMARY

Business operations and sales professional with significant experience in Sales Management, Warehouse Management and attentive customer service to specialty and elite customers. Industry background in both Lumber Distribution and Golf Course Management. Strong aptitude to determine a customer's needs, adapt to various personalities, and maintain a mental file of customer nuances/desires. Sustains necessary partnerships with key stakeholders, i.e. contractors, builders, vendors. Proficient in creating social media campaigns and marketing ideas to advance business growth. MS Office expertise. High energy resource in the business and sales environment.

RELEVANT EXPERIENCE

Sales Manager/ Marketing Manager 2017 – Present
False Name Lumber Co. LLC, City State

- Manages business operations including company's exposure/ territory over Southern New England and Eastern New York, development, procurement, sales and marketing, social media, and customer service
- Sustain extensive knowledge on the lumber and building materials industry
- Maintain and cultivate accounts with contractors and builders
- Close sales and quote out large projects over the phone
- Implemented an online marketing plan for a specialty product fabricated in-house
- Build a strong customer base with existing and new product lines
- Created/manage Instagram page growing a following of 600 people, leading to a 30% increase in sales
- Preserve and continuously grow an online customer base through the company's website and Facebook profile
- Perform Warehouse Manager role

Warehouse Manager 2015 - 2017
False Name Lumber Co. LLC, City, State

- Developed significant knowledge on the reclaimed lumber and restoration industry
- Executed the company transition from specialty lumber and plywood to a complete focus on reclaimed wood, flooring, and restoration materials
- Supervised day to day work and set daily tasks/ objectives
- Operated heavy equipment, including forklifts
- Operated saws and other power equipment
- Performed various woodworking/carpentry tasks, including fabrication of barn doors, farm tables, mantles, etc.
- Led reorganization of yard, front/back warehouses to maximize worker efficiency and navigation for customers
- Supervised a demolition project where five employees processed factory flooring for a year
- Assisted customers and clients with purchases and project plans, i.e. all Sales Rep responsibilities

Customer Sales Representative/ Inside & Outside Sales 2012 – 2015
False Name Lumber Co. LLC, City State

- Developed knowledge of hardwoods/softwoods, plywood and other building hardware (Ferrari Hardware)
- Assisted customers shopping for specific/ specialty products
- Accountable for quality control and budget issues on customer sales and projects

Outdoor Staff/ Pro Shop Assistant 2012 – 2015
Little Hop Golf Club, City, State

- Maintained upkeep pro shop exterior, cart barn, and member bag room
- Sustained a mental dossier on members and guests to keep all parties satisfied and happy
- Gained valuable skills with working and taking care of people's needs in a "hospitality business" environment
- Assisted guests and members with scheduling and sales when Pro Shop staff were unavailable
- Supervised the setup of various events on the course throughout the year

EDUCATION

University of Rhode Island, Bachelor of Science – Business Administration

2012