

INTERVIEW CONNECTIONS

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SUMMARY OF QUALIFICATIONS RELATIONSHIP BUILDING, ACCOUNT RETENTION, REVENUE OPTIMIZATION

Highly motivated, results driven **Sales and Customer Service Professional** with proven accomplishments driving sales growth. Proven track record of attaining record volume levels for revenue growth, territory development, and account management efficiencies within competitive industries. Committed to serving as a valuable resource and strategic partner to customers by providing consultative services and valuable product information that supports specific objectives.

PROFESSIONAL CAREER OVERVIEW

INTERVIEW CONNECTIONS – MUNROE FALLS, OH 07/1998 – Present

Customer Service Representative, 0/2007 – Present

Provide quality customer service by answering distributor and end user's questions on tool products via phone, email and fax. Manage distributor accounts in 21 states. Coordinate directly with the Outside Sales Engineers and Sales Representatives to help manage their account base. Required to up sell customers on all inbound sales order calls.

Key Accomplishments:

- *Continuously meet and exceed departmental metrics*
- *Promoted from Quality Assurance Technician to this role*

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Quality Assurance Technician, 05/2000– 09/2003

Tested and diagnosed Walters Helicheck CNC machine which measures the geometry of tools using LCD optical cameras. Programmed Helicheck routines specifically for Patented Tools, Hi-Performance Tools, and detailed programs for Special Tools. Analyzed and verified raw material composition prior to manufacturing process. Verified and calibrated precision measurement instruments using various gages.

Key Accomplishments:

- *Created a "how-to-use" manual for the Helicheck*
- *Trained associates to utilize and program the machine properly*

INTERVIEW CONNECTIONS – MUNROE FALLS, OH

Quality Assurance Inspector, 07/1998 – 05/2000

Verified tools geometry during the manufacturing process. Collected data to help create scrap rate reports. Conducted visual inspections on finished products.

Key Accomplishments:

- *Youngest member of team promoted to the position of Quality Assurance Technician*
- *Kept defects below ISO requirements*

ARMY NATIONAL GUARD – COLUMBUS, OH

12/2000 – 12/2006

Radio Operator/Maintainer, 07/1998 – 05/2000

Primary responsibilities included operating and maintaining all types of radios for Headquarters Unit. Worked for a General as his personal driver and communications expert.

ARMY NATIONAL GUARD – COLUMBUS, OH

Enlisted Aide, 07/1998 – 05/2000

Operated and maintained multiple types of secure communications. Logged, filed, and secured Top Secret documentation in accordance to S.O.P. Provided communications and security for Command Staff as an armed driver

EDUCATIONAL BACKGROUND

Near completion of Degree in Sales and Marketing from The University of Akron

-Emphasis on sales

- Member of Dean's List

Diploma in Precision Machining/CNC Machining from the Akron Machining Institute