

SALES REPRESENTATIVE

Summary

Ambitious Yard Manager with more than 15 years of management experience in the Oil and Gas and Transportation Industry. Applies strong analytical and critical thinking skills to solve complex operational problems.

Highlights

- Inventory management
- Employee development and management
- Expense control
- Materials accountability
- Scheduling
- Customer service-oriented
- Safe driver
- Shipping and receiving
- Heavy industrial equipment
- Vendor management
- Superior negotiation skills
- Motivated self-starter
- Cost reduction
- Current CDL license
- Map reading and navigation skills
- Heavy hauling

Experience

May 2016

to

July 2018

Company Name City , State Sales Representative Established new customer accounts.

Delivered products to customers in timely manner.

Efficiently addressed issues with customer accounts to ensure quick resolution.

Updated database with customer and sales information.

Completed documentation for product and service sales.

Maintained productive relationships with existing customers through exceptional follow-up after sales.

Informed management of special sales and service issues.

Cold-called prospective customers to build relationship.

Processed all sales transactions accurately and in a timely fashion.

Guaranteed positive customer experiences and resolved all customer complaints.

Confirmed that appropriate changes were made to resolve customers' problems.

Built and maintained effective relationships with peers and upper management.

Answered customers' questions and addressed problems and complaints in person and via phone.

Trained new employees on company customer service policies and service level standards.

Recommended and helped customers select merchandise based on their needs.

Attended local, regional and national trade shows for product development training as defined by territory needs.

Helped customers select products that best fit their personal needs.

November 2015

to

May 2016

Company Name City , State Truck Driver Maintained telephone and radio contact with supervisor to receive delivery instructions.

Checked load accuracy and stability before each trip.

Hooked and unhooked trailers from the tractor and converter dollies.

Recorded expenses and maintained receipts.

Connected air hoses and electrical lines, installed and removed tire chains and manually cranked dolly wheels.

Submitted reports on the condition of the truck at the end of each trip.

Operated a tractor-trailer combination in urban, suburban and rural environments and in all types of weather conditions.

Picked up customer loads in a timely and accurate manner.

Interacted with customers and vendors in a friendly and timely manner.

Wrote receipts for loads picked up and collected payment for goods delivered and for delivery charges.

Retained valid proof of insurance and registration in vehicle at all times.

Conducted daily DOT pre-trip inspections according to a set checklist.

June 2015

to

November 2015

Company Name City , State Sales Representative Maintained productive relationships with existing customers through exceptional follow-up after sales.

Established new customer accounts.

Updated database with customer and sales information.

Landed new customer accounts through a consistent combination of perseverance, dedicated cold calling and exceptional service.

Greeted store customers promptly and responded to questions with knowledgeable service.

Generated high volume of referrals.

Delivered products to customers in timely manner.

Cross-sold additional products and services to purchasing customers.

Delivered products to customers in timely manner.
Delivered products to customers in timely manner.
Cold-called prospective customers to build relationship.
Built customer confidence by actively listening to their concerns and giving appropriate feedback.
February 2015

to
June 2015
Company Name City , State Sales, Internet Sales

Led sales calls with team members to establish sales and customer retention goals. Grew number of customers by 100% in 5 months. Determined merchandise price schedules and discount rates. Monitored customer preferences to determine focus of sales efforts. Maintained friendly and professional customer interactions. Identified prospective customers using lead generating methods and performing an average of 60 plus cold calls per day. Participated in various incentive programs and contests designed to support achievement of production goals. Took daily inbound calls and key-entered orders, faxes, backorders and credit memos for assigned accounts and clients.

July 2014
to
August 2014
Company Name City , State Project Manager

- Dispatched, Assigned workloads, Assigned projects and tasks to employees based on their competencies, scheduled routes and job duties.
- Documented daily equipment inspections and submitted daily inspection forms to Manager.
- Coached and mentored Supervisors and Dispatchers.
- Reviewed and approved all truck repairs and Reviewed and approved all fuel reports.
- Bid on jobs, also handled customer orders.
- Also went over Drivers logs and DVR's and turned in to Manager.

June 2006
to
July 2014
Company Name City , State Yard Manager

- Select Energy Services - Cleburne, Texas Qualified competitive subcontractor bids prior to execution of contracts.
- Monitored the safety of all construction activities, making on- site personnel safety the top priority.
- Managed the day-to-day tactical and long-term strategic activities within the business.
- Reduced and controlled expenses by improving resource allocation.
- Reviewed and approved billing invoices and expense reports.
- Coached and mentored all Supervisor and Dispatch members by offering constructive feedback and taking interest in their long-term career growth.
- Offered feedback to executive-level management on the effectiveness of strategies, selling programs and initiatives.
- Assigned projects and tasks to employees based on their competencies and specialties.
- Assisted the project manager with bidding new jobs and projects.
- Reviewed and approved all payroll and fuel reports.
- Made and submitted all monthly allocation sheets.
- Documented daily equipment inspections and submitted daily inspection forms to Manager.

June 2004
to
June 2006
Company Name City , State Supervisor

- Reviewed and approved billing invoices and expense reports.
- Maintained account plans for top client accounts .Recruited and hired new drivers and operators .Documented daily equipment inspections and submitted daily inspection forms to Manager.
- Dispatched trucks, and met with Company Men to get invoices signed.

June 2002
to
June 2004
Company Name City , State Forklift and Loader Operator

- Maintained operator logs, forms and records in accordance with company policies and DOT Regulations.
- Operated equipment safely and efficiently at all times.
- Obtained proper signatures as required.
- Operated and maintained a forklift and loader in a safe and efficient manner .Executed daily pre-trip and post- trip inspections and documentation in compliance with DOT guidelines and company policies.

June 2000

to

June 2002

Company Name City , State Supervisor

- Selected the most efficient routes in compliance with delivery instructions and fuel policy.
- Presented customers with bills and receipts and collected payments for goods delivered.
- Operated heavy equipment, including forklifts, stair climbers and pallet jacks.
- Evaluated customer needs and determined appropriate action, referring their questions to management when necessary.
- Coordinated daily delivery schedules based on customer schedules, peak delivery times and alternate routes.

July 1998

to

June 2000

Company Name City , State Supervisor

- Coordinated daily delivery schedules based on customer schedules, peak delivery times and alternate routes.
- Processed shipment documents neatly and efficiently for each load.
- Obtained and maintained proper delivery authorization and pickup documentation.
- Interacted with customers and vendors in a friendly and timely manner.

May 1997

to

July 1998

Company Name City , State Trainer

- Processed shipment documents neatly and efficiently for each load.
- Obtained and maintained proper delivery authorization and pickup documentation.
- Conducted daily DOT pre-trip inspections according to a set checklist .Communicated the duties, compensation, benefits and working conditions to all potential candidates.
- Contacted all job applicants to inform them of their application process.

Education

1981

Castleberry City , State , USA GED : General

General

Castleberry - River Oak, Texas, USA I also have Commercial Driver Training. Heavy Equipment Operator Certificate. Forklift Operator Certificate. Operations and Quality Management coursework. I also have a certificate for attending a Alcohol and Drug Behavioral awareness class. As well as a CPR and First-Aid class.

Skills

benefits, billing, competitive, contracts, CPR, Client, delivery, Dependable, documentation, Drivers, Equipment Operator, expense reports, First Aid, First-Aid, forklift, forklifts, Forklift Operator, forms, inspection, communicator, payroll, peak, personnel, policies, Procedure development, Quality Management, Relationship building, repairs, safety, selling, self-starter, strategic, Supervisor