

SAMPLE

Address
City, State Zip

Email@email.com
Cell: (111) 222-3333

EXPERIENCED SALES & CUSTOMER SERVICE MANAGER

Detail-oriented professional with a proven record of domestic and international sales and service success within fast-paced, entrepreneurial and manufacturing environments.

Known for providing exceptional service to distributors, vendors, and end clients—and leading teams to do the same. Capable of achieving measurable organizational impact through process improvement and meticulous goal tracking.

AREAS OF EXCELLENCE

- Communication
- Contract Management
- Contract Negotiation
- Customer Service
- Dispute Resolution
- Employee Development
- Inventory Management
- Problem-Solving
- Project Management
- Vendor Relations

PROFESSIONAL EXPERIENCE

REDACTED (Denver, CO)

2003 to present

CO-FOUNDER / VICE PRESIDENT OF CUSTOMER CARE & SALES

Successfully oversaw all administrative, sales and customer service functions. Developed and maintained exceptional long-term partnerships with clients including Miller Coors, Davita Healthcare, Hartford Insurance, Meridien Trust Federal Credit Union, Mountain State Toyota and more.

- Established tracking system for customer lead management; facilitated weekly review process to ensure timely follow-up, resulting in an average closure rate of 40% over 10 years.
- Researched vendor options, negotiated pricing contracts and attained maximum discounts with 5 manufacturing plants in 2 states.
- Saved over 45% in shipping costs by negotiating contracts with national and LTL carriers, generating an additional 15% net profit from each customer purchase.
- Coordinated with accounting team to maintain full transparency of financial status at all times; effectively managed inventory to ensure accuracy, reduce waste, and minimize tax liabilities.
- Worked directly with customers to efficiently address inquiries, resolve complaints, and seize opportunities for maximizing revenue.

REDACTED (Wheat Ridge, CO)

1997 to 2005

CO-FOUNDER / EXECUTIVE VICE PRESIDENT

Successfully performed all administrative, sales and customer service functions along with inventory control and purchasing. Played an integral role in achieving profitability within 18 months and maintaining it for 8 years.

- Maintained a 99% customer approval rating (tracked by Yahoo store analytics) over 6 years, representing both domestic and international clients and ranked on 7 key factors of customer experience.
- Initiated new retail sales channel distribution strategy; negotiated and maintained relationships with 6 local and 22 national veterinarians, 10 mail order catalogs and 3 PetSmart Distribution Centers averaging a net 40% annual profit margin.
- Facilitated all marketing and advertising efforts and crafted all sales copy for 2500 SKUs available on the web site.

REDACTED (Louisville, CO)

1998 to 2000

SECOND SHIFT LEAD/MACHINE OPERATOR

Responsible for production output of 3 full-time and 4 to 8 part-time / temporary employees; operated 8 sophisticated machines for production of file folder and multi-media labels.

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- Effectively reprioritized jobs to better utilize personnel, manage machinery downtime, and ensure client deadlines were met, resulting in dramatic reduction in late orders.
- Reduced manufacturing lead-time from 4 days to 48 hours by shifting flow of materials, reconfiguring equipment, and reducing downtime in production—all while maintaining quality of the finished product.

REDACTED (Broomfield, CO)

1984 to 1997

Experienced 10 years of progressive growth and increasing responsibilities within the sales and customer service functions; consistently acknowledged as a top performer and leader within the organization.

VICE PRESIDENT OF MATERIALS, INVENTORY & TRAFFIC

1995 to 1997

- Improved layout and management of finished goods inventory and reconfigured key element of production to make manufacturing flow more effective and dramatically increase speed of delivery to customers.

PRODUCTION CONTROLLER

1994 to 1995

- Reduced late orders from over 2100 to less than 100 within 90 days by coordinating daily reviews with production staff and appropriately shifting personnel when needed.

VICE PRESIDENT OF CUSTOMER RELATIONS

1991 to 1994

- Selected for team to oversee AS400 computer upgrade rollout; Trained personnel and successfully transitioned \$1.1M in orders with less than 1-dollar discrepancy.

SALES ADMINISTRATOR / INSIDE SALES MANAGER

1989 to 1991

- Refined, oversaw and accountable for all sales goals for each group (inside, outside, international, and customer service).

NATIONAL ACCOUNTS MANAGER

1988 to 1989

- Developed and maintained exceptional relationships with major brands including Pizza Hut, MCI, and State Farm among others; oversaw all domestic communication, administration, contract negotiation, scheduling and guidance of domestic sales activities.

INTERNATIONAL SALES MANAGER

1987 to 1988

- Oversaw international expansion and managed all aspects of 6 European distributor relationships; Achieved \$500K sales within first year.

GOVERNMENT SALES CONTRACT ADMINISTRATOR

1986 to 1987

- Negotiated annual contracts and price discounting with GSA, ensuring all reporting, special terms, requirements were met; Achieved over \$400K sales in the first year and \$5M in ten years.

CUSTOMER SERVICE MANAGER

1984 to 1986

- Grew department from 30 to over 100 national dealers and 26 to 90 sales support employees within 2 years; developed procedures; created and delivered informal and formal training.

EDUCATION

BS, Business Administration (Management & Industrial Relations)
Colorado State University, Fort Collins, CO