

# RONALD BALTIMORE

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## Professional Summary

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Quality Control Manager with over 10 years experience in quality inspection. Consistently meet company standards and productivity goals. Attentive and productive Buyer. Excel in a fast-paced environment Focused on adherence to conformance specifications and increased efficiency and productivity. Results-driven Assistant Manager determined to exceed company sales goals. Ability to make smart purchasing and merchandising decisions. Self-motivated Assistant with effective customer phone sales techniques. Highly motivated Sales Professional seeking to insure business growth. Materials Coordinator versed in warehouse operations and logistics. Possess exceptional organizational skills. Detailed-oriented and willing to go the extra mile to exceed company goals. Flexible schedule and willing to work long hours.

## Skills

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- Previously ISO9001 Certified
- Strong Client Relations
- Trusted Key Holder
- Creative Problem Solver
- Fast Learner
- Strategic Sales Knowledge
- Shipping and Receiving Professional
- Previously OSHA Certified
- Customer Service-Oriented
- Self-Motivated
- Cash Handling and Management
- Strong Conflict Resolution Skills
- Persuasive Negotiator
- Excellent Work Ethic

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## Work History

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### ASSISTANT MANAGER

RENT A CENT – Hagerstown, MD

06/2013 to Current

- Address customer inquiries, ascertain customer needs and provide new product information
- Detail product to customers and review merchandise care
- Act as a key holder responsible for opening and closing store
- Provide up to date knowledge of sales and store promotions.
- Communicate effectively with supported sales, marketing and administrative teams on a daily basis.
- Schedule weekly pickups and deliveries.
- Investigate and resolved customer inquiries and complaints in a timely and empathetic manner.
- Maintaine cleanliness and presentation of store showroom
- Provide excellent customer service resulting in positive customer reviews
- Built long-term customer relationships base

### SALESMAN

FITZGERALD AUTO MALL – Frederick, MD

09/2009 to 05/2013

- Built client relationships to promote growth
- Organized sales promotional activities
- Researched and customized services for clients
- Built strong client relationships and provided high quality customer service
- Consistently hit and exceeded sales goals
- Engaged with customers in a sincere and friendly manner
- Negotiated prices, terms of sale and services agreement
- Contacted regular and prospective customers to detail product features
- Consulted with clients after sales and contract problems to resolve problems and provide on-going support

## **SALESMAN**

**EASTERN MOTORS** – Rockville, MD

03/2007 to 09/2009

- Registered new clients, verified customer credit and set-up payment methods
- Prioritized daily workflows, including inbound calls quotes and sales related activities
- Exceeded sales goals
- Managed outbound telemarketing activities
- Researched client inquiries to provide customized service
- Addressed customer inquiries in reference to products, pricing and availability
- Cultivated strong client relationships to promote sales growth

## **MATERIALS COORDINATOR**

**CREATIVE TOUCH INC** – Frederick, MD

09/2004 to 05/2006

- Coordinated and monitored supply inventory
- Collaborated with installers to ensure smooth and efficient workflow
- Conducted annual performance reviews
- Built strong relationships with suppliers to address incorrect orders
- Filled product sample orders
- Confirmed with installers supply availability by date needed

## **PURCHASING ASSISTANT BUYER**

**EQUIPMENT DEVELOPMENT COMPANY** – Frederick, MD

12/1997 to 02/2004

- Negotiated pricing for quality materials
- Implemented Blanket ordering procedure which achieved cost reduction
- Coordinated and monitored vendor service
- Collaborated with production managers to insure safety stock levels
- Inspected machine parts for conformance to product specifications
- Maintained inventory levels
- Monitored and reported quantity discrepancies daily

## **Manager**

**RENT-A-CENTER** – Frederick, MD

01/1989 to 07/1997

- Managed store performance and inventory
- Maintained records in reference to profit and loss statement
- Trained new sales staff
- Maintained customer expectations by meeting customer needs
- Processed and handled customer complaints

## **QUALITY CONTROL MANAGER**

**ARNOLD GRAPHIC INC** – Chambersburg, PA

04/1980 to 08/1987

- Discarded materials and rejected materials that did not meet specifications
- Record inspection test data and graded quantities
- Monitored end items for compliance and promptly reported defects
- Identified and resolved issues related to quality
- Checked in all raw material in house, in process and end item inspection

## **Education**

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Business Administration

**HAGERSTOWN COMMUNITY COLLEGE** - Hagerstown, MD

**High School Diploma:** General

**SOUTH HAGERSTOWN HIGH SCHOOL** - Hagerstown, MD

## **Certifications**

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- Achievement Certified Purchasing Manager (C.P.M.) exam course from Frederick Community College
- How to be a better buyer, Rockhurst University
- Problem solving an Leadership skills course from Frederick Community College