

Professional Profile / Performance Summary

Successful 20 years of experience in Customer Service, Production, Sales, and Management. Personable, independent, and committed to producing top-quality work. Dedicated, results-oriented manager with the ability to build rapport with coworkers and management. Demonstrate a high level of motivation and enthusiasm in all aspects of work. Successful track record of motivating employees to achieve maximum performance and increase bottom-line profits. Experienced supervisor and multitasker who enjoys working in a fast-paced, challenging environment and committed to a long-term career.

- ✓ **Excellent leadership skills.**
Can communicate effectively with coworkers and build a culture where they give their best every day. Can set direction for the team. Hands-on approach to training and growth in company.
- ✓ **Consultative approach to assess customer needs and provide effective solutions.**
Use product knowledge and expertise to provide customer with a variety of options to increase sales and promote their evolving business. Building customers that want to come back again.
- ✓ **Graduate of FedEx Office Leadership Development Program**
The program provides comprehensive training and development in leadership, strategic and technical skills, including the FISH! Philosophy.
- ✓ **Record of improving sales, successfully introducing new products, and growing customer base.** Expanded business for medium volume – Offset printing department
- ✓ **Established record of dependability and company loyalty**

Core Competencies

- Customer Service
- Conflict Resolution
- Team Building
- Problem Solving
- Leadership
- Profit and Loss
- Organization
- Training
- Quality Assurance
- Cash Management
- POS Technology
- Inventory
- Packing
- Shipping
- Tracking
- Receiving

Professional Experience

Checkers Industrial Safety Products • Broomfield, CO **2014 - 2015**
Production Department Lead / Manufacturing / Assembly

Roline Staffing • Westminster, CO **2013 - 2014**
Checkers Industrial Safety Products

ThomCat Cleaning • Lakewood, CO **2012 - 2013**
Co-Owner

FedEx Office • Lakewood, CO / Sacramento, CA **1999 - 2012**
Assistant Manager / Lead Production Consultant
Project Coordinator / Commercial Business Representative

Valvoline Instant Oil Change • Lincoln, NE **1996 - 1998**
Assistant Manager

Pickering-Boe Graphic Arts • Lincoln, NE **1994 - 1996**
Assistant Sign Design and Production

Military Service

United States Army, • Ansbach, Germany / Fort Hood, Texas **1989 - 1993**
Heavy Wheel Mechanic 10-Ton
Rank: Corporal - Honorable Discharge