

# GREGG DOLAK

6178 E 137th Ave Thornton, Colorado, 80602 602-549-4397 gregg.dolak@gmail.com

---

## WORK EXPERIENCE

T-Mobile, USA, Seattle, WA

*Retail Store Manager, Westminster, CO, Nov 2010 – Oct 2014*

- Sales Professional with over 25 years' experience, 17 years in sales management, in all aspects of Sales Operations in retail industries – providing exceptional leadership, vision, as well as expertise in the following areas:• Proven sales acumen built through customer relationship management. • Driving Multimillion Dollar Sales Volume. • Developing high caliber talented teams through proper development and training. • Consistent excellence in hiring, training and managing inbound & outbound telemarketing representatives throughout multiple channels, including Marketing, Retail sales and Insurance leads • Mentoring, Training and Developing Managers in day to day operations as well as Kronos Timekeeping Management Software
- Human Resources and Personnel Development and Training:• Recruiting, hiring and managing a select team of loyal, performance-driven and customer-oriented employees. • Presenting initiatives in a manner which promotes each individual's particular talent. • Handling the disciplinary action necessary to move the business forward
- Sales, Merchandising and Marketing Management:• Proven track record as a manager and sales professional with a demonstrated skill in achieving breakthrough results through strong team performance • Leading by example as a top producer in personal sales volume, through accountability and work ethic. • Establishing rapport, building trust, and identifying solutions to meet client needs even in the most complex situations

Rocky Top Burger Shoppe, Knoxville, TN

*Restaurant Manager/Owner, Jan 2009 – Sep 2010*

- Created a business plan to successfully open and run business • Managed the day-to-day strategic and tactical issues of owning a company. • Hire and train all management and staff for restaurant, including scheduling. • Perform Opening/Closing duties; including all financial data and paperwork. • Responsible to keep a restaurant food and labor budget and keep P&L's current. • Run restaurant daily, including all HR and accounts payable/receivable. • Implement local marketing campaigns. • Restaurant concept of Colorado Green Chili and Mexican food fusion with good old backyard burgers

Farmers Insurance Group, Phoenix, AZ

*District Manager, May 1997 – Dec 2008*

- Responsible for recruiting, hiring, training and management of 50+ Insurance and Financial Service Representatives within a large Metropolitan District (Phoenix, AZ) with the 3rd largest Insurance Carrier in the United States. • Consistently performed in the top 5-15% of all 550 Farmers District Managers. • Recruiting new agents, training, motivating and supervising them to ensure Agent success and to provide world class customer service to all Farmers customers. • Track, report and exceed all lines production sales quotas for Auto, Home, Business and Life Insurance sales. • Lead and train by example by making joint sales calls with Agents. • Coached Agents in creating marketing strategies, administrative procedures, sales and business ownership. • Provided Agents with the tools necessary to achieve maximum growth within their independently owned Agencies and coach them to success. • Coached Agents in recruiting and training customer service representatives to assist them in growing their agencies. • Created and operated a District telemarketing center to provide leads for Agents.

Farmers Insurance Group, Pueblo, CO

*Agent, Mar 1990 – May 1997*

- Successfully built my own Farmers Insurance Agency. • Consistently performed in the top 10-15% of 15,000 Farmers Agents. • Provided superior customer service to my Agency customers. • Educated clients and assisted them in selecting insurance coverage to protect their property, lives and dreams. • Performed as a top producer of Workers Compensation and Business Insurance sales. • Hired and trained Agency staff to assist in agency growth and customer service.

United States Army, Fort Benning, GA

*Non Commissioned Officer, May 1984 – Feb 1990*

- Infantry Squad Leader. • Trained soldiers in various weapons proficiency. • Driver, Gunner and Bradley Commander. • Successfully completed mission objectives. • Development of team environment and solid work ethics
- Selected to train, develop, counsel, and ensure all team members were ready for deployment. • Achievements Include: • Army Commendation Medal • Army Achievement Medal • Army Good Conduct Medal • Army Service Ribbon • Overseas Service Ribbon • Expert Infantryman Badge

The Vac and Sew Shoppe, Pueblo, CO

*Retail Sales, May 1982 – May 1984*

- Sell multiple brands of home demonstrated vacuum cleaners. • Sell multiple brands of sewing machines in store and on location. • Repair and rebuild all types of vacuum cleaners. • Repair and rebuild all types of sewing machines.

## **EDUCATION**

South High School, Pueblo, CO

*High School Diploma, May 1984*

## **ADDITIONAL SKILLS**

- I have extensive knowledge of numerous PC programs, such as, but not limited to; Microsoft Word, Excel, PowerPoint, Publisher and Outlook. Farmers Insurance Agency Dashboard Network. Kronos Time Management, SAP, Watson and Quickview
- I have been successful in organizing charity events and raising money for both Charitable and nonprofit organizations, such as March of Dimes, Adopt-A-Soldier, Angel Tree, Habitat for Humanity and Toys for Tots