

Scott Muellerleile

Account Manager

Grand Rapids, MI

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METHODICAL, PERSONABLE AND ENERGETIC ACCOUNT MANAGER WITH PROVEN EXPERIENCE IN REVENUE GENERATION. Maintains ongoing contracts with consistent value-added services, rapport building and successful negotiations for repeat business. Focuses on customer satisfaction, identifying personalized solutions based on clients' unique needs. Manages inventory accurately to prevent loss. Increases market share through strategic analysis of sales, implementing new developments and trends in the industry. Coaches and instructs new hires, ensuring continual adherence to best practices.

WORK EXPERIENCE

First Assistant Yard Shipping Receiving Manager

MENARDS - Holland, MI - 2013 to Present

Manager

- ◆ Directed operations, staffing and sales initiatives, focusing on profit goals. Collaborated with teams to promote synergy. Contributed to over \$50K daily profits through effective forecasting of profit-and-loss figures, identifying areas for improvement and refinement.
- ◆ Supported rapport and reputation building among the customer base, developing unique and customized solutions based on individual needs. Focused on problem solving and analysis to secure purchase agreements and promote additional revenue. Recognized with award for exemplary customer service.
- ◆ Consistently reviewed policy and procedure to maintain compliance. Evaluated processes to discover areas of improvement. Increased operational efficiency.
- ◆ Managed all work plans, verifying and monitoring fiscal requirements. Regularly maintained optimal store coverage.
- ◆ Hired, trained, guided, disciplined and mentored all employees. Instructed on proven methodologies for success.
- ◆ Participated in all internal operations. This included safety inspections, risk mitigation meetings, facility tours and accident reviews.

Delivery Coordinator

- ◆ Cohesively coordinated logistics and distribution, managing customer orders efficiently. Effectively supported over 50 weekly pickups and deliveries within deadlines and with consistent communication.
- ◆ Obtained orders for product shipments. This included details such as style, color, delivery date and location. Ensured accurate inventory and timeline for over 24 customers daily.

Resume -

- ◆ Received inquiries regarding concerns over access and communication. Addressed defects, driver errors and other logistical issues. Built reputation, offering solutions with value-added services to maintain client satisfaction and promote return business. This included last-minute order adjustments when necessary, advance notifications and fee waivers.
- ◆ Scheduled all deliveries, preparing documentation for verification. Processed paperwork for drivers, ensuring compliance with federal and state regulations. Ensured safe transport of hazardous materials through efficient packaging, storage and knowledge of industry guidelines.

◆ Supervised four load builders. Directed and assisted in loading and unloading of product from truck to pallet jack and forklift. Emphasized team building and efficiency, verifying accuracy of shipments and documenting packages in storage for expedient recovery.

First Assistant Yard & Shipping/Receiving Manager

◆ Scheduled tasks for over 20 employees in the shipping yard. Reviewed previous format, discovering deficiencies in operation. Redesigned operations according to customer flow and expectations.

Created the \$31K payroll surplus as a result of increasing customer service satisfaction.

◆ Interviewed and oriented over ten new team members annually. Instructed recruits on all aspects of shipping and receiving, including licensure and operation of forklifts, low-lifts, order selectors and hi-lo's.

◆ Managed team members through motivation and minimization of downtime. Increased overstock performance ratings from 46.2% to 90.2% in 6 months.

◆ Oversaw yard operations, optimizing cooperative's market share and savings by streamlining process efficiency. This included continually achieving supervisory rounds, drafting agendas for team members and championing safety protocol to improve effectiveness and minimize turnover.

◆ Coordinated over \$5MM in total inventory. Organized product by department, verifying figures in the database for accurate location and retrieval. Continually ensured loss prevention and product efficacy.

EDUCATION

Bachelor of Science in Dietetics

Western Michigan University - Kalamazoo, MI
2010

ADDITIONAL INFORMATION

AREAS OF EXPERTISE

- ◆ Account Coordination ◆ Operations & Supervision
- ◆ Customer Service Skills ◆ Logistics & Distribution
- ◆ Sales & Consultancy ◆ Training & Mentoring
- ◆ Strategic Forecasting ◆ Safety Protocol Adherence
- ◆ Process Improvement ◆ P&L Management Experience