

STEVEN DIX

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PROFESSIONAL EXPERIENCE

Kaman Industrial Technologies, Denver, Co. United States

Inside Sales Professional, May 2002 – Feb 2011

- As an inside sale's professional, I located items for customers for all their MRO needs. I was responsible for increasing sales and profit margins for the accounts assigned to me and increased customer satisfaction by 12% in 5 months. Forklift certified in 2010 by FMH. Assisted in Warehouse/Shipping/Receiving/document filing/billing, etc.

The Electron Corp., Littleton, Co. United States

Sales Engineer, Jun 1993 – Apr 2002

- Sales Engineer duties included Customer Support and Electron Customer Service support of over 4,000 items in a Mechanical Power Transmission business and machine shop. I estimated, designed and drafted special items and produced machine drawings and supplied drawings to Vendors for the estimation of high production products that were beyond Electron's capacity. I supplied in-house machining, casting and pattern drawings for estimation and production. Assisted in Quality control and Purchasing as needed.

The Electron Corp., Littleton, Co. United States

Customer Service Specialist. , Jul 1986 – Jun 1993

- As a CSS, I started managing 3 of our High volume accounts and supported all other customers in our DIRECT MARKETING base and our National Accounts along with 2 other CSS's. Position responsibilities were to insure accurate pricing and invoicing, order entry via phone or fax. Order tracking from Quote to order to shipment. Quoting customer special pricing for volume orders and/or made to order products. Answering product information questions on approximately 4,000 items from material, tolerances, product specifications, etc. This team took Electron from #3 in the industry to #1 in 2 years.

The Electron Corp., Littleton, Co. United States

Warehouseman, Jul 1981 – Jul 1986

- As a new hire I was an order picker and packer. I picked up items on customer's orders and brought them to the order packers to be shipped to customer locations across the U.S. During this time, I progressed from a Warehouseman to Inventory control. I setup machines related to the packaging of our products. Promoted to Manager of packaging June 1985.

EDUCATION

Bear Creek High, Lakewood, Co. United States

High School Diploma

- Majored in: English, Biology, Chemistry, Earth Science, 3 years of German. 3.1 GPA

ADDITIONAL SKILLS

- In depth knowledge of all Microsoft office applications. All Microsoft OS from DOS 4.0 to Windows 7. Adobe Acrobat 8.0 to XI, Lotus notes, Microsoft Outlook. All web browsers, As/400 system, UPS Worldship, FedEx and many other applications. Skilled at document conversion from one format to another.
- 30 years of experience in the industrial distribution/manufacturing industry. Excellent communication skills with the ability to explain technical information in understandable terms. Strong problem solving skills. Detail oriented.