

# Joel Zulauf

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## Professional Summary

- Hands-on retail and operations professional with 20+ years of experience in customer service, inventory management, and order fulfillment.
- Strong background in paint sales, warehouse operations, and logistics coordination in fast-paced environments.
- Proven ability to support daily operations, maintain accurate inventory, and deliver reliable service to both retail and commercial customers.
- Seeking a hands-on role with opportunities for growth and long-term contribution.

## Work Experience

### PPG Paints — Springfield, IL

#### **Store Manager | Mar 2024 – Jul 2025 (Job ended due to relocation)**

- Handled customer orders, paint mixing, inventory, and order fulfillment daily in a high-volume retail environment.
- Mixed and tinted paint to precise specifications for contractors, commercial clients, and DIY customers.
- Fulfilled large and time-sensitive orders while maintaining accuracy and efficiency under pressure.
- Loaded, unloaded, and organized incoming shipments; maintained a clean and accessible warehouse.
- Operated forklift to support shipping, receiving, and inventory movement.
- Maintained inventory accuracy by monitoring stock levels, performing cycle counts, and reconciling discrepancies using POS and inventory systems.
- Handled cash transactions, deposits, and daily opening/closing procedures.
- Coordinated deliveries and communicated with vendors and trucking companies to ensure timely product flow.
- Trained and supported staff to maintain smooth day-to-day operations.

#### **Assistant Store Manager | Mar 2022 – Mar 2024 (Promoted to store manager)**

- Supported daily store operations including order fulfillment, inventory management, and customer service.
- Scheduled staff and organized workflow to ensure efficient order processing and delivery timelines.
- Evaluated stock levels and executed weekly ordering to maintain product availability.
- Assisted customers with product selection, problem solving, and order coordination.
- Trained new associates on sales, safety, and product knowledge.
- Collaborated with management to maintain operational consistency and meet performance goals.

#### **Customer Sales Associate | Dec 2018 – Mar 2022 (Promoted to assistant manager)**

- Assisted DIY customers, contractors, and industrial buyers with product selection and problem solving.
- Processed POS transactions and managed cash and credit payments, preparing accurate daily deposits.
- Performed precision tinting and computer color matching to customer specifications.
- Managed warehouse, including receiving, stocking, and organizing shipments (including forklift operation).

- Completed job site deliveries with consistent accuracy and on-time performance.
- Maintained sales floor and storage areas for optimal product accessibility and safety.

## **Lowe's — Springfield, IL**

### **Customer Sales Associate | Dec 2017 – Nov 2018**

- Assisted customers with product selection and home improvement solutions.
- Stocked and organized tools and hardware inventory.
- Provided key cutting and lock re-keying services.
- Collaborated across departments to resolve customer needs efficiently.

## **The Neighbors Beercade — Springfield, IL**

### **Bartender | Nov 2016 – Sep 2017**

- Delivered high-volume customer service in a fast-paced environment.
- Managed cash and POS transactions with accuracy.
- Maintained clean, organized bar and service areas.

## **Bunn-O-Matic — Springfield, IL**

### **Assembler | Feb 2016 – Oct 2017**

- Assembled commercial beverage equipment using hand tools in a fast-paced production setting.
- Followed safety and manufacturing standards to ensure product quality.
- Trained new employees on assembly procedures and workflow.
- Earned EPA Section 608 certification for refrigerant handling.

## **Dental Arts Laboratory — Springfield, IL**

### **Dental Technician | Oct 1992 – Jan 2016**

- Created precision dental models for crowns, bridges, and dentures from molds.
- Cross-trained in denture processing, waxing, and metal finishing.
- Managed supply ordering and maintained equipment.
- Followed strict safety and quality control procedures.

## **Education**

High School Diploma — Jacksonville High School, Jacksonville, IL

## **Skills**

Customer service and relationship management, Inventory control and ordering, Order fulfillment and logistics coordination, Warehouse operations and forklift operation,

POS systems and cash handling, Paint color matching and tinting, Retail sales support, Vendor coordination, Safety compliance, Process improvement, Assembly line operations