

Joseph Nicoletti Jr.

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Professional Summary

Goal oriented and people-friendly sales professional with 13 years of customer service experience.

Work Experience

Outside Sales Representative

H.O. Penn Machinery-New York, NY
December 2024 to Present

- Build and maintain strong, long-lasting client relationships by providing exceptional customer service and timely follow-ups.
- Utilizing CRM system to identify key customer markets, schedule appointments including but not limited to prospecting and canvassing customer job sites to provide full accessibility to clients for total customer engagement.
- Plan and organize sales routes to optimize time spent in the field and ensure consistent client touchpoints.
- Making contact via phone, email or in-person visits with upwards of twenty-five existing or new customers daily to develop, sustain and grow business.

Surveyor

Pro Blue Renovations-Westwood, NJ
February 2024 to December 2024

- Responsible for measuring and mapping out land, property boundaries to provide accurate data for various construction, asbestos removal and mold remediation projects.
- Conducting field surveys, using laser measuring, GPS, and air quality instruments ensuring compliance with legal requirements.
- Including but not limited to scheduling associate contractor work for job specific tasks, scheduling appointment times with client and submitting estimates to client from project estimator and/or project supervisor.

Outside Sales Representative

Sunbelt Rentals-Bronx, NY
February 2023 to February 2024

- Meeting with prospective clients as well as existing clients to present equipment solutions, negotiate deals and maintain fruitful customer relationships.
- Utilizing CRM system to identify key customer markets, schedule appointments including but not limited to prospecting and canvassing customer job sites to provide full accessibility to clients for total customer engagement.
- Participating in weekly sales meetings with sales team members to organize campaigns, while developing creative ways to

strategize the most optimal methods to acquire new business.

- Making contact via phone, email or in-person visits with upwards of twenty-five existing or new customers daily to develop, sustain and grow business.

Operations Supervisor

United Rentals-Cortlandt Manor, NY
July 2020 to February 2023

- Assisting Branch Manager in ensuring compliance with all company policies, while determining root causes and

opportunities for improvement in addition to providing feedback and recommendations to staff for corrective actions.

- Maximizing operational effectiveness and efficiency by ensuring staff is compliant with rental flow process while driving

profitability through monitoring and controlling costs.

- Fielding upwards of fifty incoming in-coming sales calls daily, while contacting dormant accounts through cold calling in

efforts to build new business.

- Strong focus on operational tasks including but not limited to billing, training sales force, accounts payable/receivable, all

while maintaining the responsibilities as a senior member of inside sales team were adhered to.

- Conducting safety meetings as a district safety leader on a daily and monthly basis, by providing staff with up-to-date

company safety protocol, practices, and policies.

Inside Sales Representative

United Rentals-Cortlandt Manor, NY
March 2018 to July 2020

- Consistently ranking in top three of district outbound call campaign designed to reconnect company with past clients in efforts to reinvigorate new business opportunities.

- Emphasizing product features based on analysis of customers' needs offering technical knowledge of product capabilities.

- Fielding upwards of seventy-five incoming calls per day, while aggressively contacting dormant accounts through cold calling in efforts to build new business.

- Responsible for maintaining overdue contract report by contacting clients to reflect billing accuracy.

- Assisting equipment associates/mechanics with operating small to heavy equipment such as counterbalanced forklifts, earth moving equipment, and aerial work platform lifts as needed to maintain a safe and efficient fleet.

Education

Communication Arts (B.A.)

ST. Thomas Aquinas College-Sparkill, NY
January 2006 to May 2008

Certifications and Licenses

OSHA 30

Forklift Certification