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# Michael Joshua Beam

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## Summary

Reliable hard worker with tenured sales training experience and heavy equipment operations. Looking to be an asset to a business that's growing and expanding so I can really show my expertise in parts sales, service writing or equipment operating. I come to work daily and on time and will work weekends if needed I am a true team player and very diversified in all business areas. Look forward to hearing from you soon.

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## Skills

- Retail loss prevention
- Merchandising knowledge
- Inventory control procedures
- Relationship selling
- Product Sales
- Results oriented.
- B2B sales and customer service
- Inventory management
- Customer service
- Retail merchandising expertise
- Team player mentality
- Written and oral communication skills
- Reliable and punctual
- Time management ability
- Active listening
- Verbal/written communication
- Energetic self-starter
- **NCCCO Certified**
- Quality Assurance
- Staff supervision
- Safety protocol
- Worksite safety
- Telescopic cranes
- **TWIC CARD**

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## Experience

**PARTS COORDINATOR** | 01/2019 - Current

**Scott Equipment – Baton Rouge, LA**

- Received and stocked incoming inventory, arranging items in correct locations.
- Answered inquiries, resolved problems and finalized parts sales at counter and by telephone.
- Reviewed catalogs and computer databases to search and locate correct parts for customer vehicles according to make, model and year.
- Finalized sales receipts, contracts, logs and other documentation regarding parts sales and service appointments.
- Followed standards of care and compliance per company and legal requirements.

- Optimized team effectiveness by personally working with new hires regarding compliance, sales and service standards.
- Increased team productivity by implementing multiple strategic process improvements.
- Improved team member performance by devising and overseeing personalized strategies.
- Operated point of sales and parts lookup computer systems.

#### **REGIONAL PARTS & SERVICE COORDINATOR | 11/2011 - 01/2019**

##### **WASTE PRO – New Orleans, Baton Rouge, Covington & Houma**

- Received and stocked incoming inventory, arranging items in correct locations.
- Ran all daily and monthly PM's according to hours on Units.
- Reviewed trucks in safety lanes each evening for damages and decided if it was operational error or not.
- Ordered and tracked down parts through various vendors and delivered them throughout our 4-location region.
- Followed standards of care and compliance per company and legal requirements.
- Optimized team effectiveness by personally working with all mechanics to execute a daily shop goal of work completion in a timely manner.
- Increased team productivity by implementing multiple strategic process improvements.
- Made sure all trucks and roll offs stayed painted with nice stickers and emblems to promote Waste Pro in the appropriate manner.

#### **OUTSIDE SALES REPRESENTATIVE | 01/2004 – 11/2011**

##### **Herc Rentals Inc. - Gonzales, LA**

- Developed dynamic sales presentations to build urgency with prospects.
- Attended trade shows and sales conferences.
- Calculated total costs for service delivery, including production, delivery and installation requirements.
- Conducted site visits to assess needs, demonstrate products and recommend strategic solutions for customer requirements.
- Educated customers about product features and technical details to highlight benefits and correct misunderstandings.
- Worked with vendors and customers to optimize delivery schedules and promote satisfaction from day one.

#### **INSIDE/OUTSIDE SALES REPRESENTATIVE | 03/2001 – 01/2004**

##### **AT&T The Real Yellow Pages - Baton Rouge, LA**

- Acted as customer liaison between sales management and personal accounts.
- Developed dynamic sales presentations to build urgency with prospects.
- Maximized efficiency by reorganizing territory routes and schedules.
- Developed and managed and sales lead list by prospecting for new clients through networking groups, referral partners and face-to-face sessions with companies.
- Introduced new products to distributors through demonstrations detailing features and capabilities.
- Calculated total costs for service delivery, including production, delivery and installation requirements.
- Worked with vendors and customers to optimize delivery schedules and promote satisfaction from day one.
- Conducted site visits to assess needs, demonstrate products and recommend strategic solutions for customer requirements.

#### **OUTSIDE SALES REPRESENTATIVE | 12/1998 – 03/2001**

##### **Gulf Coast Office Products - Baton Rouge, LA**

- Collaborated with customers after sales to identify and resolve service, account or technical product issues.
- Educated customers about product features and technical details to highlight benefits and correct misunderstandings..
- Conducted site visits to assess needs, demonstrate products and recommend strategic solutions for customer requirements.
- Expanded territory by successfully cold-calling retail leaders and negotiating profitable contracts across
- Created professional sales presentations to creatively communicate product quality and market comparisons.
- Emphasized product features based on analysis of customers' needs.
- Maintained excellent and open communication with company leadership to facilitate business development.
- Answered customers' questions regarding products, prices and availability.

- Collaborated with colleagues to exchange selling strategies and marketing information.

**SALES & MERCHANDISING** | 02/1996 – 12/1998

**Mockler Beverage Company - Baton Rouge, LA**

- Planned and executed.
- Worked with vendors to establish strong relationships and maintain proper inventory supplies.
- Coordinated optimal guest relations from initial contact through final check-out to boost satisfaction and brand loyalty.
- Sought out and implemented methods to improve service and team performance and boost business sustainability.
- Reconciled daily transactions, balanced cash registers and deposited restaurant's earnings at bank.

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## Education and Training

**University High School - Baton Rouge, LA | Class of 1996 - High School Diploma**

**Louisiana State University And A&M College - Baton Rouge, LA | BBA**

Business Management, Class of 2003

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## Certifications

- National Commission for the Certification of Crane Operators (NCCCO)
- TWIC CARD - Exp. 2025
- CDL – D
- Forklift Certified