

# Luke Dugan

## **Assistant Store Manager - The Home Depot**

Colorado Springs, CO 80917

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## Work Experience

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### **Assistant Store Manager**

The Home Depot - Colorado Springs, CO

2018 to Present

Responsible for managing the day to day operations of a 159 employee \$55 million dollar home improvement retailer. Customer and employee relations, specialties and professional sales.

### **Store Manager**

Bridgestone Retail Operations - Colorado Springs, CO

2012 to 2018

Responsible for managing retail automotive service and tire facility. Duties include hiring, training and scheduling all service technicians and sales associates with a staff of 10 employees. Making sure that our Firestone Complete Autocare delivers outstanding customer satisfaction to all our retail and commercial accounts. Responsible for all day to day controllable expenses and inventory control as well as all safety for our employees, customers and facility and all environmental concerns.

### **Manufacturers Rep**

Terry Farrell & Associates - Erie, PA

2008 to 2012

Responsible for establishing new relationships in the industrial OEM, automotive, medical and consumer product markets for custom injection molding, tooling, assembly and PC Boards. Duties include maintaining current customer relationships, developing new sales and quotations.

### **Sales Manager**

Matrix Tool Inc - Fairview, PA

2005 to 2008

Responsible for establishing new relationships in the automotive and consumer product markets for custom injection molding and precision tooling. Established 2.5 million dollars of new precision tooling and molding business in my first year with a tier one automotive supplier which grew to over 4 million dollars a year by 2009. Duties included developing sales and marketing forecasts, visiting with customers, quoting products, and establishing new sales rep force for custom injection molding.

### **Field Sales Manager**

West Penn, PA

2003 to 2005

Responsible for establishing all relationships in the consumer products markets for custom and proprietary plastic closures. Duties included developing sales and marketing forecasts, visiting customers, quoting products and establishing new sales rep force.

## **Field Sales Manager for Dairy and Retail Products**

TTI Plastics - Erie, PA

2001 to 2003

TTI was a start up company. Responsible for establishing all relationships in both the dairy and retail markets. Established business at Meijer Stores, Bed Bath and Beyond, and large dairies such as Parmalat USA. Duties included developing sales and marketing forecasts, visiting with customers, quoting products, arranging transportation of finished product and establishing new sales rep force for our retail product lines.

## **National Sales Manager**

Nutek Plastics Company - Erie, PA

1999 to 2001

Managed 20 Independent Sales Representative Groups

Established business at Dollar General, Family Dollar, Dollar Tree, Kinney Drugs, Meijer and other retailers

Strived for 100% on time shipments in 2001. First time achievement.

Put together reliable temporary staffing for our seasonal products line.

Managed the acquisition of a company in Wilkes-Barre, PA into our Erie, PA location.

New sales force established to market new product line.

PC experience: Microsoft Word, Excel, PowerPoint, and Outlook.

IBM AS/400 system

## **Sales**

Mader Electric - Sarasota, FL

1999 to 2000

Inside sales, counter selling HVAC motors, controls, belts and accessories.

Responsibilities included, replacing, minor repairs and servicing motors pumps and controls

Outside sales selling to hotels and resorts and large HVAC Companies

## **Regional Field Sales Manager**

Niagara Plastics Company - Erie, PA

1997 to 1999

Promoted from inside sales manager to field sales engineer then to Regional Field Sales Manager.

Managed 9 sales representative groups in 6 Midwestern States.

Maintained and grew business at Chrysler, Ford, and GM.

Received a US Patent for the design of a Plastic Hydraulic Fitting Protector.

Responsibilities Included: Traveling three weeks out of each month to maintain customer relations, quote on new business, design and develop products to fit customer's needs, hiring new sales rep groups, and collection of accounts. Organize and attend trade shows both nationally and regionally.

## **Operations Manager/Sales Manager**

Tri-State Electric Company - Erie, PA

1991 to 1997

Manage industrial electrical service operations.

Took sales from \$500M to \$1.2M in one year.

Promoted from outside sales to inside sales manager after three years.

Computerized the billing and cost control system.

## **City Dispatcher/Terminal Operations Supervisor**

Roadway Express - Bryan, OH

1987 to 1991

Managed 5 City Divers and dockworkers.

Responsible for daily operations, Customer service, collections and sales.

Received outstanding quality achievement award for customer service.

## Education

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### **B.A.**

John Carroll University - Cleveland, OH

1981 to 1986

## Skills

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- Sales (10+ years)
- Account Management (10+ years)
- Cold Calling (10+ years)
- Data Entry
- Salesforce (10+ years)
- Plastics Injection Molding (10+ years)
- OEM (10+ years)
- Business Development (10+ years)
- Outside Sales (8 years)
- Recruiting (10+ years)
- Inside Sales
- Sales Management (10+ years)
- Negotiation (10+ years)
- Retail Management (10+ years)
- Product Development
- CRM Software
- Management

## Assessments

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### **Sales Skills: Influence & Negotiation — Highly Proficient**

August 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Highly Proficient](#)

### **Management & leadership skills: Planning & execution — Familiar**

March 2020

Planning and managing resources to accomplish organizational goals.

Full results: [Familiar](#)

### **Sales skills — Highly Proficient**

May 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.