Paul Vial

Broomfield, CO   720-546-6203   pgvial@hotmail.com

Position in Sales, Marketing, or Account Management.

Qualification highlights:

- Friendly, persuasive sales professional possessing over 19 years of experience with proven talent for building client relations, closing sales, and generating referrals.
- Write effective, detailed proposals and negotiate and implement contracts.
- Provide effective internal and external customer service and general office support.
- Excellent analytical and communication skills.
- Professional in work habits and appearance.
- Reliable, calm, and persistent with the ability to perform well in stressful situations.

Developed proficiency in:

Sales processes, quotes and proposals, achieving sales goals, time management, upselling, organizing sales presentations, MS Word, and Excel.

Work History:

Lansing Building Products, Denver, Colorado   2024 – 2026

Inside Sales Associate

- Wholesale of exterior building products like vinyl and steel siding, gutter coil material, downspouts, and other gutter accessories, to professional installers and other account holders.
- Interact with customers at the counter and take orders in person, over the phone, and by email, using a proprietary CRM software program.
- Data entry of customer information into a CRM program, to ensure correct pricing of products, and input orders using a POS system to collect payment.
- Process returns to inventory and set up orders for delivery and/or will call.
- Provide price quotes and availability of exterior building products and accessories.

Denver Hardwood Company, Denver, Colorado   2021 – 2024

Inside Sales Associate

- Wholesale of hardwood, engineered, and vinyl flooring to professional installers and other account holders.
- Interact with customers at the counter and take orders in person, over the phone, or by email, using a CRM software program.
- Data entry of customer information into CRM, to ensure correct pricing of different flooring products, and provide order entry through the POS system to collect payment.
- Process returns to inventory and set up orders for delivery or will call.
- Provide price quotes and availability on flooring products and sundries.

Floor & Décor, Arvada Colorado   **2018 - 2020**

Pro Services Manager inside/outside

- Managed the Pro desk and front-end cashiers with 3-6 associates, who helped mainly general contractors, professional installers, basement remodel and renovation contractors with their purchase of hard surface flooring and tile products.
- Interact with customers and take orders in person, over the phone, or by email, using a proprietary data entry software program.
- Data entry of customer information in CRM, ensure enrollment in the customer reward program, and perform updates through the POS system.
- Handled customer complaints, price overrides, and discounts on discontinued inventory.
- Organized telephone, mail, and email marketing campaigns by using data from CRM to get pro-customers to come to the store to shop.

Specialty Cleaning Services, Denver, Colorado   **2007 - 2018**

Account Manager/ Estimator

- Sales and marketing of commercial cleaning services: focused on the Commercial Construction industry: medical offices, hospitals, apartment complexes, office buildings, high rises, and retirement communities, as well as specialty cleaning services for Data Centers, Cleanrooms, and Laboratories.
- Attend bid meetings and initiate contact with general contractors, project managers, and superintendents, to provide them with estimates, detailed proposals, including a scope of work and time and material pricing.
- Account management of implemented contracts and manage progress of the day-to-day operation by phone, email, and jobsite visits.

Education:

School of Economics, Arnhem, Netherlands. Marketing and Economics, obtained a diploma.
Law School at the University of Utrecht, Netherlands. Dutch Law and English.

Interests: Hiking, biking, and other outdoor activities, including photography.