

Scott R. Portnoy

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Sales, Management, and Customer Service Professional

Summary

Thirty-Two years of experience in sales, management and service within a team environment. Lengthy experience in the electric motor/ machinery, automobile, and outdoors industry; with emphasis on the sales of Financing/ Leasing programs, Insurance, and aftermarket/ performance equipment. Consistently maintained very high customer satisfaction ratings.

Achievements

- Integral sales team member of the No.1 Corvette & Performance car seller in The Rocky Mountain Region.
- Top Salesman Award, Aftermarket Sales, Performance Sector.
- Created a new revenue stream within a 45 year old business that led to the onboarding to 6 new corporate clients.
- Key-Account client support & customer service.
- Opening team of three, high end retail locations, JAX Mercantile, Lafayette, CO.

Experience Summary

2017

Service Writer
Titan Machinery Henderson, Colorado

Service writer for large, flagship medium/ heavy machinery corporate store. Responsible for receiving equipment from a broad array of customers, completing service/ work orders, directing customers on repairs, as well as selling various maintenance services, and products.

- Direct, and schedule, 9 shop technicians, 3 field service technicians/ trucks.
- Scope of duties to encompass service scheduling for our large rental department, as well as our sales department. Coordinate the installation of a multitude of Add-on equipment, for sold units.
- Creating quotations for repairs, service, and maintenance.
- Receive incoming calls for service department, and execute legendary/ exemplary Customer service.

2016 to 2017

Customer Service Manager
Integrated Power Services (IPS), Denver, Colorado

Customer Service Manager for largest motor repair/ rebuilding, service company in North America. Job encompassed providing quotes, support for a sales force which penetrated an eight state region. Dealt with large, substantial corporations (to include large energy, mining, manufacturing entities) on a daily basis.

- Responsible for constructing repair, and rebuilding, work scopes for production in the plant, and forecasting completion, as well as shipping dates to meet strict deadlines for customer; some of which were completed on a rush/ urgent basis.
- Sourcing of materials, components (some being custom builds/ machining/fabrication) to production, meeting stringent timelines.
- Interpreting technical data from equipment/ electric motor inspection data, documents, and translating into a feasible timeframe for production aspects.
- Included responsibilities to include logistics of shipping, receiving for incoming/ outgoing projects, and coordinating removals of equipment, in regards to shipping.

2008 to 2016

Electro Mechanical Technician

Boulder Electric Motor Co., Boulder, Colorado

Technician of electrical devices, motors, and apparatus. Duties included diagnosing problems, mechanical repairs, welding/ fabrication, and machining. Specialties included repairs/ rebuilding of up to 300HP Motors, water/ fluid pumps, commercial paint sprayers, and generators.

- Ability to repair almost anything mechanical, or electrical. Very detail oriented.
- Ability to work within a Team structured, goal oriented environment.
- Factory Certified Technician/ Warranty Repair Technician for Graco, Spraytech, Titan, Wagner paint sprayers: electrical and gasoline powered. Certifications to include pressure washers, texture sprayers, dual-component foam reactor systems, and line striping equipment.
- Regularly performed failure analysis on broad array of products and components; submitted costs of such warranty to Manufacturers for approval.
- Competent in rebuilding Bell and Gossett bushing motors.
- Repair, warranty, rebuilding of all major pressure washer/ steam cleaning systems: Karcher, Mi-T-M, Hotsy brands.

2009 to 2017

Power Equipment Sales, Part Time

JAX Ranch and Home, Lafayette, Colorado

Certified Sales Representative of all Stihl power equipment, Honda power equipment (mowers, generators, and water pumps), Speeco log splitters, Toro mowers, and snow blowers, Mi-T-M pressure washers, as well as Cub Cadet mowers, tillers, and lawn tractors.

- Sales leader for the sales of hand-made Gransfors Bruks axes, hatchets, and accessories.
- Established accounts/ sales with various city, county, state governments, as well as an array of fire departments and commercial companies for sales/ service of all power equipment, as listed above.

2006 to 2008

Sales/ Customer Service

Diamond Vogel, Boulder, Colorado

Sales and service for the 7th largest paint manufacturer in the United States. Duties to include tinting and color matching, of a broad spectrum of products, specifically architectural and industrial coatings. To include, ordering of products, stocking, and delivery to customers when required.

- Achieved high level of competence in repairing and rebuilding various types of commercial paint sprayers, specifically Graco, Spraytech, and Titan units.
- Sales professional for all paint application products such as Graco, Spraytech, and Titan electric and gas-powered commercial paint sprayers including Graco, and

Mi-T-M pressure washers, line striping equipment, and texture sprayers.
Additional product sales of Purdy and Wooster brushes, rollers.

2001 to 2006

Finance and Lease Director

Pioneer Porsche Audi Centre, Denver, Colorado

Responsible for all financial and insurance product sales within the dealership; to include all configurations, quotations, and closings of loans and leases. Assisted in training of entire sales and leasing staff. Created innovative gallery for marketing and display of OEM/ Aftermarket equipment, accessories, and parts.

- Consistently maintained the highest level of lease penetrations for the entire Rocky Mountain Zone, of Porsche Audi.
- Directly involved in the motorsports aspect of business, primarily Porsche Club of America (PCA), and Sports Car Club of America events, races, and track days.

Education

1986	University of Colorado, Leeds School of Business <i>M.B.A., Business/ Finance</i>	Boulder, Colorado
1984	University of Colorado <i>B.A., Business/ Finance</i>	Boulder, Colorado