

# THOMAS H. KEMPS

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## CUSTOMER SERVICE • RELATIONSHIP BUILDING • PROBLEM SOLVING

*Experienced customer service and operations professional with expertise driving customer satisfaction, retention, and referrals through customer-first service and one-point resolution.*

Effective listener with top-notch communication and interpersonal skills; offers broad expertise managing customers and suppliers to achieve and exceed expectations. Excels at finding innovative solutions to service and product issues, and offers an exemplary work ethic and multitasking skills. Currently relocating to the Denver area, offers demonstrated strengths in:

- Issue Resolution/Customer-First Service
- Phone Skills/Escalation Management
- Building Trust and Rapport
- Staff Development & Team Building
- Critical Thinking/Problem Solving
- Customer Engagement Management

*Computer Skills: Proficient in Microsoft Office: Word, Excel, PowerPoint, Outlook*

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## PROFESSIONAL EXPERIENCE

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### METROPOLITAN COMPACTOR SERVICE CORP.

Westfield, NJ

*Leading NYC-metro area service and installation provider of large-scale residential waste disposal solutions.*

#### *Account Representative (2004 – Present)*

Manage the entire customer relationship, from initial contact through contracting and collections. Design and oversee installation plans in concert with architects and building managers, and proactively mitigate service issues as a primary contact and escalation point for issues and inquiries.

- **Nearly doubled sales**, propelling an increase from \$1.3 to \$2.5M in less than four years, through extensive retention efforts and relationship management throughout the company's service area.
- **Effectively managed receivables** through follow-up and communication, and utilized creative tactics to collect outstanding invoices.
- **Maximized productivity** without adding headcount by implementing a cross-training program and utilizing cross-functional personnel for installations during peak periods.

### NEW JERSEY TOOL & DIE

Kenilworth, NJ

*Established machining company with expertise in screw-cap molds and top-tier accounts including Carnation, International Delight, and Avon*

#### *Partner (1972 – 2004)*

Supervised a high performing team of up to eight with oversight of scheduling, forecasting, and daily operations for the framing department.

- **Secured an overflow pipeline** with several competitors to effectively maintain cash flow and meet operating expenses during inevitable work slowdowns.
- **Closed the highest margin account** in the company's portfolio by expanding prospecting efforts outside the traditional customer profile.
- **Cultivated talent and minimized attrition** by recognizing top performance and setting clear and consistent expectations.

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## EDUCATION

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UNIVERSITY OF NOTRE DAME, South Bend, IL

*BA in Economics*