

# CLIENT NAME

City, State | Phone | Email

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*Creative thinker and self-starter with outstanding writing, multitasking, prioritization, organizational, and project management skills combined with strong sense of personal accountability, commitment to community, and a positive service attitude.*

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## PROFESSIONAL SUMMARY

**Broad, versatile, and visionary leader** with a twenty-year record of exceptional performance and promotions into complex leadership positions within accelerated time frames and with multiple transitions across boundaries such as level, scope of responsibility, business, and geography.

**Drive, self-motivated, highly energized,** and recognized for the ability to translate corporate vision and mission into strategies that exceed financial and organizational targets and contribute to better profitability, cost controls, process optimization, customer satisfaction, and service delivery.

**Shape organizational performance** and responsiveness to business needs; vastly experienced at making clear, informed decisions under pressure, thoughtfully developing processes for long-term projects, and responding to short-term, highly political situations quickly, amicably, and effectively.

**Generate and implement innovative** breakthrough ideas that demonstrate leading-edge thinking; proficient at writing, defining goals, achieving predetermined, long-term strategic outcomes, executing against strategic objectives, and creating an environment with a disciplined process.

### Business Development

- ✓ New Account Development
- ✓ Relationship Management
- ✓ Social Networking
- ✓ Forecasting/Projecting
- ✓ Profit Growth

### Sales Management

- ✓ Key Account Management
- ✓ B2B Sales
- ✓ Consultative Sales
- ✓ Customer Service
- ✓ Team Leadership

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## PROFESSIONAL EXPERIENCE

Karcher North America

**Branch Manager (Service), (2010-5/2015)**

Established and lead the business development, sales, marketing, and distribution of this premier floor care equipment company. Manage inventory control functions of several locations throughout NC, SC, GA, MS and AL including forecasting, scheduling, management development, and labor relations. Oversee operation management systems, workflow planning, and personnel; manage financial reporting and operating budget. Held broad scope responsibility that included P & L accountability, strategic sales and market planning, business development, relationship management, and sales forecasting.

### *SELECTIVE ACCOMPLISHMENTS:*

- Increased branch revenue through sales and value added customer service.
- Led a diverse team of 10; (8) service technicians in NC, SC, GA and (2) administrative professionals, developed loyal, top-performing staff and improved teamwork through streamlined systems and processes.
- Consistently recognized as top performer in equipment sales and branch revenue out of 6 US regions.

*Professional Experience Conti...*

Barloworld Handling

**Customer Service Manager, (2007-2009)**

Provided solution-driven customer service for the largest Hyster forklift dealer; leveraged a natural ability to build rapport, assessed needs, determined best practices to solve problems and meet the material handling needs of our clients. Combined comprehensive understanding of organizational policies and processes with detailed listening.

*SELECTIVE ACCOMPLISHMENTS:*

- Supported (4) outside sales personnel and assisted the Branch Manager with facilities management.
- Managed a staff of (7); (2) analysts and (4) inside sales personnel, (1) shipping and receiving clerk.
- Provided inventory management and control including a fleet of (30) service vehicles and equipment located at consignment locations.
- Oversaw and supported accounts receivable and billing support, as needed.

RSC Equipment Rental

**Branch Manager, (2004-2007)**

Grew existing revenue, and opened new markets. Combined natural sales and relationship management skills with strong analytics and reporting abilities to establish and exceed corporate objectives. Realized increased sales results through the identification of key products and clientele, determined optimal pricing and implemented expert sales and marketing strategy. Recruited, hired and trained personnel, sales of used equipment and inventory control.

*SELECTIVE ACCOMPLISHMENTS:*

- Oversaw the construction of new facility.
- Maintained strong sales pipeline to achieve sales goals and exceed quota which resulted in more than double the fleet size.
- Developed and implemented the 5S program.

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## **EDUCATION & CREDENTIALS**

Penn State University, Computer Science

Continuing Education Programs through IBM, Southern Pump and Tank, RSC Equipment Rental