

# **Your Name**

**Address**

**City, State Zip**

**Mobile/Cell/Home**

**[emailname@provider.com](mailto:emailname@provider.com)**

## **Summary**

As a North Carolina-based operations and management professional for two decades, I have progressed in a fast-paced work environment by defining a solid customer base and increasing dollar volume through exceptional management and service. By utilizing my extensive experience in warehousing, logistics, manufacturing, and residential construction, I have successfully streamlined operations and generated new business while maintaining repeat business. Whether it is management or operations, I am seeking to build on these successes to further my career by moving to a position involving a larger scope and range of responsibilities.

## **Education**

I am a graduate of Appalachian State University with a degree in Business Administration with a major in Management. I successfully completed my graduation requirements in four years while maintaining a full-time job. Developing good organizational skills and the ability to perform and coordinate multiple tasks enabled me to complete my studies while performing and assuming the responsibilities of my job.

## **Experience**

**Company, Salisbury, NC  
President**

**July 1997-Present**

As the president of a privately-held exterior home improvement company, I have extensive experience with the daily operations, sales, and management of this organization.

- Increased sales by 50% in the first six months and consistently met and exceeded sales quotas
- Cut excess costs by implementing strict inventory control
- Increased customer awareness through promotional mass mailings, as well as strong referral base from customers
- Secured financing for homeowners
- Supervised work crews in the installment and application of materials
- Guaranteed quality assurance in the materials used through manufacturer's warranties as well as the proper installation of these materials
- Utilized effective communication skills with homeowners, crew members, and suppliers
- Organized insurance benefits for employees: health, workman's compensation, dental and retirement plans

***Company***, Greensboro, NC  
**Regional Sales Manager**

**August 1987-July 1997**

To broaden my background, I accepted a senior sales position with this exterior home improvement company. I was able to develop a territory of seven Southeastern states that sold siding, room additions, roofing, and masonry contracting services to consumers and builders.

- Estimated job costs, prepared bid proposals
- Negotiated contracts
- Provided post-sales support and arranged financing for clients
- Consistently ranked first out of all sales managers nationally

***Company***, Charlotte, NC  
**Vice President/Director of Operations**

**August 1982-August 1987**

After being hired as Warehouse Manager, I upgraded operations of a 30,000 square foot warehouse for an extruded plastic parts manufacturer that was under contract with the ABC, Inc.

- I progressed to Vice President/Director of Operations in 1986 with additional responsibility for the acquisition, start-up, and integration of subsidiary companies
- Initiated \$5 million in equipment upgrades
- Lead company's growth from 6 to 100 employees
- Increased sales within five years from \$600,000 to \$8 million
- In 1983, I was promoted to Operations Manager responsible for Accounting, Personnel, Purchasing, Inventory Control, Production, Warehouse, Shipping/Receiving, Quality Assurance, Logistics, Maintenance, Safety and Customer Services
- Coordinated the \$2.5 million installation of an ISS computer-controlled robotic system and participated in the start-ups of a 35,000 square foot repackaging plant in Redondo Beach, CA, as well as a 35,000 square foot production/distribution facility
- Secured new business using a 40,000 square foot bonded warehouse for company's outside suburban Raleigh operations

***Company***, Sanford, NC  
**Management Trainee**

**June 1980-August 1982**

As a part of the management training program, I financed 50% of my college expenses working as an Order Picker in the Southeast Distribution Center of a major automobile aftermarket products distributor. Upon graduation, I was selected for a Management Development Program and had extensive training in Sales, Accounting, Personnel, Purchasing, Inventory Control, Warehousing, Cataloging, Jobber and Customer Service operations.

- Served as Executive Director of GPC's Junior Achievement Fund Drive
- Increased product delivery of materials from 92% fill to 98% fill

**Community Service**

- Relay for Life Team Member (American Cancer Society)
- League Director of Wildwood Softball Association
- Manager/Coach Wildwood Softball, Baseball Recreational Teams
- Knights of Columbus – Third Degree Knight
- Sigma Phi Epsilon – Alumni Board