

CUSTOMER SERVICE

LEADER | COMMITTED TO LIFELONG LEARNING | PASSIONATE | ORGANIZED | SUCCESS DRIVEN

Extensive and successful experience combining high-level sales and marketing skills with deep operational awareness. A team leader who generates superior results through the cultivation of sincere, long-lasting relationships which turn clients and associates into partners. An energetic self-starter motivated by creating new and improved processes through experience, feedback and outside-the-box thinking. A capable and analytical decision maker who pays close attention to details to drive short-term results and achieve long-term goals. Highly adept at strategic and tactical planning and able to drive profitable sales by strong budget management and understanding of the business from both buyer and seller perspectives.

Career Highlights

- **Designed an Alcohol-To-Go program, identifying costs, implementation issues, government approval parameters and operational guidelines for each state.**
- **Created an annual charity event with supplier tie-ins to benefit the Denver Dumb Friends League (Animal Shelters).**
- **Designed Sales Handbooks for new hires that covered ERP and Quoting systems as well as meeting scripts.**
- **Invented the Red Robin RFP process for supplier and distributor participation.**

KEY STRENGTHS

- Team Leadership
- Purchasing
- Budget Management
- Business Activity Forecasting
- Fact-based Sales Process
- Strategic and Annual Planning
- Marketing Programming
- Management Presentations
- People Development
- Business Decision Analytics
- Project Management
- Relationship Building
- Business Negotiations
- Microsoft Suite

PROFESSIONAL EXPERIENCE

Piper Communication Service Inc., Arvada, CO

Mar. 2020 – Present

Specializing in design and installation of structured cabling systems throughout Colorado and the nation. A locally owned business with a mission to provide reliable and industry leading installations.

Purchasing Manager

Mar. 2020 – Present

Developed annual buying strategies and managed distributor relationships to align with internal profitability goals. Led project process development from sales to purchasing. Procured material for jobs totaling up to \$1million.

Accomplishments

- Evaluated work flow process and created, presented and implemented an improved strategic process that doubled productivity.
- Found and capitalized on \$50,000 of savings in the first 3 months in the position through price negotiation, under-utilized payment and freight terms and expanding the vendor network.
- Working collaboratively with Operations, Sales and project leads, created a cohesive growth plan.

Red Robin Gourmet Burgers and Brews, Greenwood Village, CO

May 2017 – Mar. 2019

Founded in 1969, Red Robin Burgers and Brews is the leading burger authority in family-friendly casual dining. With over 500 locations throughout the US and Canada, generating over \$1.3 billion in annual revenue.

Corporate Associate Beverage Manager

May 2018 – Mar. 2019

Developed annual buying strategies and managed supplier relationships to align with internal profitability goals. Beverage business generated over \$250 million in annual revenue. Led innovation and marketing for in-restaurant beverage programming for corporate US and Canadian locations. Managed all 3rd party marketing agency relationships and budgets.

Accomplishments

- Generated a growth strategy for Beverage that improved over prior year results by 5%.
- Reversed a 3-year negative performance trend in cocktail category and exceeded plan by 4%.
- Developed and executed a full cocktail test menu for a 30-location test market. Created all related staff training materials. Test achieved all anticipated executional and sales objectives.
- Proactive forecasting identified opportunities for out-of-stock reductions. Worked with suppliers to decrease out-of-stocks nationally by 5%. Savings projected to be worth \$400,000.
- Managed supplier funding and allocated spend on Point-of-Sale and other marketing materials.
- Collected over \$150,000 in sponsorship for annual conference.
- Working collaboratively with Operations, developed team members with effective training programs focused on beverage programming and goals.

PROFESSIONAL EXPERIENCE (CONTINUED)**Corporate Beverage Coordinator****May 2017 – May 2018**

Supported the execution of all beverage projects focusing on Operations and Marketing. Responsible for beer, wine, liquor and pantry requirements and communicating executional details to the Field. Worked with suppliers to prioritize projects and initiatives and address all beverage related inquiries and resolve all issues.

Accomplishments

- Developed and implemented a regional draft beer program that was easy to understand and execute by associates in the Field.
- Created and maintained beverage library for quick reference of all innovation; past and present as well as programs in the future pipeline.
- Simplified recipes and procedures to reduce labor costs. Changed the prep of simple syrup behind the bar resulting in more than \$50,000 annualized labor savings.

WESCO/COMMUNICATIONS SUPPLY CORP. Denver, CO**Apr. 2007 – May 2017**

Communications Supply Corp. is a national distributor of data communication products for enterprise, data center, audio/video and physical security customers. CSC is owned by Wesco Distribution, an industry leading Fortune 500 electrical and supply chain solutions company with over 8 billion dollars in annual revenue.

Inside Sales Representative**Feb. 2008 – May 2017**

Responsible for maintaining customer account base and growing YOY sales among accounts. Worked within three party distribution model to negotiate pricing with manufacturers on the customer's behalf and provide value-added business consulting through expert product recommendations and best practices in logistics and shipping. Acted as the branch trainer for all new sales staff.

Accomplishments

- Exceeded Gross Profit dollar sales goals for 2009, 2010, 2011, 2012 and 2014 and gross profit margin sales goals 2012.
- Drove sales success through establishing and strengthening effective customer relationships.
- Assigned and managed highest impact accounts (Accounts exceeding \$500,000 in annual sales)
- Maintained lowest freight \$ impact within the Denver office for years 2014, 2015 and 2016.

Sales Administrative Support**Apr. 2007 – Feb. 2008**

Tasked with providing timely and thorough sales staff support. Expedited orders and shipping; obtained tracking and entered quotes. Managed open quotation tracking and job bid status.

Accomplishments

- Promoted to Inside Sales in less than a year.
- Developed quotation and job bid status tracking procedure.
- Outpaced support role and was given small accounts to manage in preparation for Inside Sales position.

VOLUNTEER AND PUBLIC SERVICE**Hurricane Relief, St. Croix, Virgin Islands****Apr. 23rd 2018**

Volunteer – Helped rebuild homes and living areas affected by several hurricanes

Denver Center for the Performing Arts, Denver, CO**2015 – 2016 Season**

Team-Off Volunteer – Provided excellent customer service to patrons and attendees. Acted as an extension of the overall show experience for all events.

EDUCATION AND CONTINUOUS LEARNING**Colorado State University, Ft. Collins, CO Bachelor of Arts, Communication (2006)****Cicerone, Certified Beer Server (2019)****Mondo Di Vino Level One Wine and Spirits, Denver, CO (2015)****Corning Fiber Training 101, Charlotte, NC (2013)****Axis Academy Network Video Fundamentals, Denver, CO (2011)**