
SKILLS SUMMARY

Over 19 years of practical experience in the use and implementation of PC and network hardware and software; experienced in planning, organizing, overseeing projects; knowledgeable in hiring, training and supervising; self-starter; change champion; effective at participating/leading team-based activities; committed to high work ethics and to attainment of company goals and objectives; strong verbal and written communication skills; enjoy learning, as well as teaching others

RELEVANT EXPERIENCE/ACCOMPLISHMENTS**INFORMATION TECHNOLOGY**

- Proficient in Windows 2000/XP/Server/Mobile, complete MS Office Suite, MS Project, AutoCAD as well as various CRM and ERP systems
- Utilization of remote control and other desktop support tools for problem resolution
- Experience with desktop imaging and deployment using imaging products such as GHOST
- Solid understanding of PC hardware architecture, maintenance, and repair as well as supporting infrastructure for server and network gear
- Led cross-functional team in development of paperless information system designed to communicate critical details throughout the complete project cycle
- Advisor to the President on information technology strategy and procurement decisions
- Substantial experience using information technology tools efficiently and effectively to communicate between remote sites and headquarters

MANAGEMENT

- Over 16 years of experience coaching independent sales representatives and sales engineers
 - Adept at discovering customer needs and matching those needs with appropriate solutions
 - Personal commitment to integrity resulted in increased sales and customer confidence
 - Responsible for customer relationship management from engineer to CEO
 - Tenacious application of analytical and problem-solving skills
 - Developed and performed industry seminars and corporate presentations
 - Served as liaison between internal engineering and end-user on several multi-million dollar projects
 - Created and conducted training programs for internal and external customers
 - Thrive when handling a variety of tasks and responsibilities simultaneously
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PROFESSIONAL EXPERIENCE

Cleaning Technologies Group, LLC (formerly Ransohoff, Inc.) ✧ 1998 to 2007 ✧ Regional Sales Manager

Midbrook, Inc. ✧ 1991 to 1998 ✧ Business Development Manager (1995-98); Sales Engineer (1991-95)

Sears, Roebuck and Co. ✧ 1983 to 1991 ✧ Sales Manager (1986-91); Sales Associate (1983-86)

EDUCATION

Western Michigan University, Kalamazoo, MI ✧ 1988

✧ Bachelor of Business Administration – major: Computer Information Systems, minor: General Business