

ERIC D. SCHEIN

OBJECTIVE

Seeking a rewarding position to expand and sharpen my current skill set and talents.

SUMMARY OF QUALIFICATIONS

Excellent communication skills
Results oriented, high energy, hands-on professional
Successful record of accomplishments
Strong team player
Successful in personnel recruitment and training
Excellent project and record management skills
Confident in areas of conflict resolution and team building
Proficient in all computer applications
Confident sales professional
Successful and proven acquisition skill set

CIVIC/LEADERSHIP ACCOMPLISHMENTS

Alderman, City of Lowell ▪ January 2007—Current
Finance Committee, City of Lowell
Representative for property owner's association ▪ 2005-2006

PROFESSIONAL EXPERIENCE

1-800 RADIATOR ▪ Territory/Customer Service Manager ▪ 2007-2008- 2009

- Established and maintained a customer base in the NWA territory.
- Provided quotes and estimates for customers within my territory.
- Provided creative and relevant marketing programs for generating more sales within my territory.
- Worked to establish genuine trust relationships between the customer and our company.
- Responsible for all acquisition in the territory.
- Assisted the owner, relieving him of the daily operations and job responsibilities related to running day-to-day business.
- Responsible for driving revenues and retaining each client.
- Handled any customer service, delivery issues, or damaged product complaints; thus retaining the relationship with each of our customers, no matter what the cost.

Hall and Hunt Enterprises ▪ Account Manager ▪ 2005—2007

- Cultivated client relationships and increased customer satisfaction and repeat sales.
- Responsible for ordering merchandise weekly through handheld inventory

- system. Also sold new products and programs in existing stores.
- Provided consulting for convenient store owners and management teams.
- Produced the best image and branding in every store and consistently focused on increasing revenues.
- Analyzed all aspects of operation with each store owner and evaluated overall performance of the business program.
- Managed program consistency between store locations and rotated product for freshness in each store.
- Provided ongoing training to new employees and store owners.
- Trained store owners to develop quarterly marketing and promotions.
- Ensured prompt delivery of product to all 37 stores within territory.
- Successful in selling eight stores through acquisition; from cold call, to the presentation and the closing of the sale.
- Assisted District Manager, relieving him of critical job responsibilities related to this role including fiduciary responsibilities, hiring employees, training new hires, and managing four individuals for the Fort Smith district.
- Managed inventory and shrinkage.
- Provided sales support at trade shows and special events.

Homeowner's Resource ▪ Owner ▪ 2004—present

- Launched and operated a profitable sole proprietorship.
- Successful in project management, pricing, creating estimates as well as writing formal quotes.
- Responsible for inventory control, sales, and marketing.
- Responsible for scheduling all jobs and managing the outcome.
- Managed and collected all outstanding invoices and rectified accounts receivables and payables weekly.
- Successful in performing repairs on commercial and residential projects.
- Recruited a team of capable employees during busier times of the year, managing deadlines in a timely manner.

MHC Kenworth Volvo ▪ Warranty Manager ▪ 2002—2005

- Provided strong leadership to the warranty department.
- Opened claims, researched repair times, and worked directly with product reps to recover the largest revenue on each warranty repair.
- Maintained and managed an inventory of parts for the warranty department.
- Returned faulty parts to the supplier; ensuring payment was received.
- Generated monthly reports.
- Aggressively collected on outstanding claims.
- Conducted monthly manager meetings.
- Provided direct input on the direction of the service department and its' twenty plus mechanics.
- Successfully managed the warranty department and accomplished all goals.
- Worked individually with customers, helping the customer take advantage of repairs that were under warranty, thus retaining customers after each visit.

EDUCATION

Northwest Arkansas Community College
 Degree plan: Business Administration Currently have 36 credit hours
 Northwest Arkansas Community College
 Currently enrolled in the HVAC 18-month certification program

