

SENIOR SALES – OPERATIONS & CUSTOMER SERVICE PRO WITH 20+ YEARS EXPERIENCE - HOSPITALITY ASSOCIATED!**OVERVIEW**

- ⇒ Highly qualified people oriented Sales & Operations / Customer Service pro bringing 20+ years of in-depth hands-on experience with a rich mix of business development, business & sales management coupled with a technical expertise.
- ⇒ Proven ability to overcome complex business challenges and improve operational efficiency through persistent and detail-oriented insight and supervision of all aspects of operations consequently implementing innovative solutions.

KEY AREAS OF EXPERTISE

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| Customer Service & Retention | Skilled in problem solving & root cause identification. |
| Sales & Sales Force Management | Strong analytic and decision-making abilities. |
| Operations & Marketing Management | European Kitchen Equipment & Table-Top specialist. |
| Product Development and Management | Exceptional technical skills in mechanical & electro mechanical areas. |
| Account/Territory Management | Unusual skill-set & hands on experience from construction trade. |
| Business Turnaround | Excellent artisan with passion for restoration and detailing. |

OTHER SKILLS

Detail oriented and persistent by nature, creative yet realistic and pragmatic thinker and doer.

Strong Profit-Oriented & Style that facilitates & promotes the belief in “going the extra mile for each-and-every customer” will create “win-win” environment that secures a healthy growth of profits.

Extensive and unique diversity with hands-on experience from all levels giving insight and ability to resolving long-standing problems and creating solution that promotes Quality, Business-Etiquette, and Team-Building.

Energetic and creative “Jack-Of-All-Trades” professional originated from the culinary academy followed by Sales – Marketing and Operations in wholesale & retail environment to the European Hotel & Restaurant industry.

20+ years experience with PC Computers hardware, components, operating system and technology.

Strategic positioning, restructuring and reorganization of problem businesses.

Skilled at translating strategy to practical business plans that result in profitable budgets when needed.

Comprehensive experience in New-Business-Startup and Business Turnaround.

Hands on experience in Graphic Design, Desktop Publishing, Web Design, Web-Site Development and Management.

PROFESSIONAL EXPERIENCE - HIGHLIGHTS**CUSTOMER SERVICE (15 YEARS)**

- Highly exposed restaurant manager career at two of the top three leading Michelin-rated restaurants at the time.
- Responsible of troubleshooting and support of full range of appliances to end users over the telephone.
- Dispatch of, and support to house field technicians involving diagnostics of electrical and mechanical issues.
- Interpretation of schematics, selecting solution, order of necessary parts, dispatch of independent techs including writing & production of instructions and special service manuals.

SALES & SALES MANAGEMENT (20+ YEARS)

- Inside sales rep promoted export manager and responsible for the larger projects. (exp. 7 yrs.)
- Top performer Consumer Goods, 17 of 20 possible awards. (exp. 2 yrs.)
- Taught-by-example proper lead generation, planning, and sales closing techniques.
- Trained sales teams and developed sales strategies for trade shows.
- Devised and implemented sales and distribution strategies of new product line Appliances.
- Managed all regional sales activities including independent manufacturer’s reps and distributors.

PRODUCT DEVELOPMENT (20+ YEARS)

- Developed new product lines for Exclusive National Distribution with famous brands such as Kitchen Aid, Brewmatic, Hollowick, Filter Fresh, Jubilee, Ugolini, U-Line, I.T.V etc.
- Created and managed a complete product line for wholesale consisting of 3000+ products and contracted 10+ key manufacturers and brands for national distribution, examples Villeroy & Boch, Shoenwald, Solex etc.
- Hands on installation of Professional Appliances incl. training and support of sales and service organizations.
- Initiated, developed and managed all products and product development within business areas (four divisions).
- Top member of company's product development group leading to establishment with all main producers and developers in the industry.

OPERATIONS MANAGEMENT (20+ YEARS)

- Specifically recruited to Start-Up a completely new Non-Food Division within a 100+ years old Fine Wine& Food company, capturing near 25% of the market within three years of take-off with 90% ROI after 4 years.
- Specifically recruited to rehabilitate a failing international import and national distribution enterprise specializing in food service equipment, later acquired the company.
- After approximately 8 months, turned the company around by completely restructuring and reengineering all aspects of the operations inclusive of developing the strategic financial and marketing plans.
- As importantly, set up the infrastructure responsible for it's operation at leading profitability levels.
- Specifically recruited after a series of bad years as part of new management team in a last attempt to save company.
- Managed and developed four of the company's divisions: Catering & Food Service Equipment, Janitorial Equipment and Chemicals, Plastics Division, and Special-Vehicles.
- Played a major role in reconstruction of the whole company as well as leading restructuring within managed divisions.
- Reversed negative ROI to positive in one year, in the process increasing revenues by more than 500%.
- Handpicked by CEO of XX Interior Design Inc. when on the top of my career as restaurant manager to implement the language and style practiced by their customers.

WORK STYLE PREFERENCES

Intellectual curiosity driven with a strong desire to deliver quality above common standard rather than quantity.

My knowledgebase cover an unusual variety of topics & tasks rather than being specialized in one defined area.

Sensitive and perceptive, can have strong feelings and intuitions about issues.

Prefer variety and challenge with opportunity to learn new things.

Persuasive, assertive approach in dealing with people.

Happy in an environment where people candidly express their opinions and ideas.

EDUCATION

Advanced Composition, City College – San Francisco, CA • BBA Bachelor of Business Administration Culinary Academy - Management & Economy • Associate Art & Science • College and additional coursework completed; English, German, Math, Physics, Chemistry, Swedish Advanced Composition • Numerous Professional Development Workshops, Courses, Mini-Courses, Symposia, Seminars, and Colloquiums on an array of topics, examples: Purchase Management & Techniques - CSD on Customized Automated Inventory Control - Sales & Sales Force Management - Change Management & Strategy – Management - Marketing Techniques and Management - Desktop Publishing

LANGUAGES

Fluent in English and Swedish

Conversational fluency in Norwegian and Danish