

CHIP SCHUMANN

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Wednesday, December 30, 2020

ACO USA
825 West Beechcraft St.
Casa Grande, AZ 85122

Re: Area Sales Manager – Building Materials

Greetings,

I would like to share my interest in discussing the Area Sales Manager position with ACO USA. My versatility and experience in Sales & Client Relations Management, Construction, Sales Operations, Team Leadership & Training, Communications, and Organization would be well utilized in this role.

My motivation towards Client Relations and Sales management is rooted in striving to create superior customer experiences. While providing leadership and guidance to sales, client services, and marketing teams over the years I have developed operational efficiencies improving productivity, including scripts, training methods and performance tracking. As a manager, adopting an open, energetic and supportive leadership style has resulted in effective teams and improved employee retention. Sales responsibilities have included Inside Sales/Outside Sales and Account Management. Having a naturally positive and patient nature, I have built strong relationships and confidence with both business and consumer clients.

Roles included developing and managing the annual budgets and tracking ongoing changes in KPI's in addition to Sales responsibilities. My proficiency with Excel was used to monitor sales trends, P&L statements, ROI's and employee performance. Managing the set-up and implementation of various CRM/ERP systems over the years, responsibilities included; compiling and organizing data requirements, creating dashboards, formatting layouts, identifying procedures, metrics and KPI's, develop and customize reporting as requested, and developing processes and conducting training programs to appropriate staff as needed.

Excelling in positions that require strong organization and the ability to anticipate and quickly respond to changes, I strongly believe my dynamic, enthusiastic nature is well suited to this role. I would enjoy speaking with you about my qualifications and discuss the opportunity with ACO USA.

Sincerely,



Chip Schumann

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Sales/Client Services
Management

Business Development

Budgeting & Financial
Planning

Team Leadership &
Training

Sales Operations

Metrics/KPI Tracking &
Reporting

CRM/ERP
Implementation

Organized, versatile, outgoing professional with successes in Sales & Business Development; including, Client Relations, Team Leadership & Training, Sales Operations and Organization. Dynamic, self-motivated and resourceful leader or enthusiastic team player.

APPLICABLE HISTORY

- Sales/Client Services Management – 7 years
- Budgeting & Financial Planning – 8 years
- Sales Operations – 6 years
- Training & Program Development – 10 years
- Data Tracking & Analysis – 10 years

EXPERIENCE

01/2019 – 07/2020

System Pavers

Regional Events Manager

Carlsbad, CA

- Managed business development teams in multiple regions
- Responsible for annual sales goals of \$1.2m; events goals of \$4 million
- Annual planning, budgeting, training, materials sourcing, marketing
- Regional tracking and reporting weekly to senior leadership

01/2015 – 12/2018

Solatube International

Sales Manager

Vista, CA

- Generated revenue increases of 10%-15% YOY
- Manage Inside and Outside Sales teams
- Manage CRM implementation, process development
- Monitor P&L, track KPI's, performance metrics
- Annual budgeting and financial planning
- Managed Customer Service issues

Jennifer Ressler
Regional Vice President
System Pavers

Chip is very professional and organized. He is a true team player, willing to go the extra mile. He was an asset to our company. Unfortunately, in our current environment we had to make changes to certain departments. If I could bring him back, I would in a heartbeat. Organization, Leadership, and hard-working are a few words to describe Chip. He would be a great addition to any team.

-ZipRecruiter profile

06/2011 – 12/2014

Solatube International

Events Manager

Vista, CA

- Redeveloped existing events program achieving 50% growth in the first year
- Reduced costs by 40% while increasing revenues by 30% the second year
- Developed new trade show displays and interaction best practices
- Developed sales training program for export to dealer network

08/2009 – 06/2011

Sport Chalet

Assistant Manager

Irvine, CA

- Management of daily operations of \$5 million-dollar annual location
- Supervise store-wide customer service and product merchandising
- Responsible for driving overall store's performance – 30-50 employees
- Created and monitored store-wide employee performance program

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CHIP SCHUMANN cont.

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MS Office 365 Suite (Word, Excel, PowerPoint, Access, Outlook)	1/2006 - 07/2009	General Manager
Google Workplace (Sheets, Pages, Keynote, Drive, Docs)	SD Underwater Adventures	San Diego, CA
Webinar/Virtual Event (ClickMeeting, ZoomLive, Socio, Google Hangouts)	<ul style="list-style-type: none">· Opened and managed specialty retail and technical training facility· Evaluated customer satisfaction, retention and revenue· Managed and taught advanced and technical training courses	
CRM/ERP Systems (Salesforce, NetSuite, Syspro, HubSpot, SAP, SalesRabbit)	06/2002 - 12/2005	Project Manager
Field Service Systems (ServiceNow, ServiceTitan, ServiceBridge)	PCH Construction	Newport Beach, CA
Adobe Creative Suite (Photoshop, Illustrator)	<ul style="list-style-type: none">· Organized and coordinated current and upcoming construction projects· Coordinated sub-contractors in accordance with project timeline· New business marketing program development· Confirm build accuracy to plans, Inspection requirements	
Cloud Technologies (SharePoint, Monday.com)	08/1997 - 05/2002	Customer Service Manager
Quickbooks Online	The Stolas Group Medical Software	Fresno, CA
	<ul style="list-style-type: none">· Managed Customer Service team comprised of 8-10 Associates· Assisted development of communications with client hospitals and clinics· Prepared/presented monthly reporting to Communications Manager· Tracked call metrics, KPI's for Sales Director· Trained team to address client issues following company's best practices	
	09/1996 - 06/1997	Customer Service Rep
	The Stolas Group Medical Software	Fresno, CA
	<ul style="list-style-type: none">· Serviced incoming calls, RFI's, for start-up software development company· Outbound calls providing service ticket updates to clients	
	EDUCATION	
	California State University, Fresno	1997-2001
	B.A. Communications & Journalism	
	<ul style="list-style-type: none">· Emphasis in Marketing and Advertising	