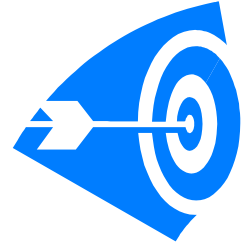


DAVID M. KOHLER

1775 Highland Road, Washington Crossing, PA 18977
(215) 555-3668 Cell ▪ dmkohler1577@gmail.com



Entry-level Sales Rep / Outside Sales / Customer Service

Highly motivated, hardworking self-starter who consistently exceeds expectations. Self-disciplined and organized go-getter with many unsolicited customer service testimonials for positive attitude. Strengths in taking initiative, time management, building relationships, and follow through. Eager to succeed, reliable, and honest. Windows, MS Word, Excel, Internet.

EDUCATION

Business Management - 54 credits, Mercer County Community College, West Windsor, NJ

WORK HISTORY

Cashier, Chick-Fil-A, Princeton, NJ 11/08 – 2/09

Front-line cashier, customer service, and sales support for franchise-owned fast-food restaurant in busy, suburban Princeton. Noted for upbeat attitude and fast service.

- **Sales Awards:** Consistently grew retail sales in daily and weekly sales promotions.
 - Directly contributed to 15% increase in sales for "buy-one, get-one-free" promotion.
 - Sold more promotional calendars than 10 other cashiers and won product sales contests.
 - Developed sales pitch used by all cashiers for successful weekly product promotions.
- **Cashier / Customer Service:** Recognized by franchise owner at special staff meeting with cash bonus for exceptional customer service skills, dependability, and team work.
- **Training:** Requested by management to train new hires in accurate use of cash register, inventory management and re-stocking, and efficient, friendly fast-food service.

Courier, Olympus Imported Auto Parts, Inc., Montclair, NJ 5/06 – 5/08

Supplier of imported automobile parts for garages in New Jersey, New York, and Pennsylvania with 10 warehouses. Served as one of 17 drivers on staff in Montclair warehouse.

- **Sales Support:** Volunteered as first local-run driver, which expedited parts-delivery efficiency from 90 to 30 minutes or less. As one of 3 local drivers, contributed to 5% boost in sales volume due to increase in local orders.
- **Customer Service:** Recognized by management with 2.7% pay raise, \$250 cash bonus, and "exceptional service" lapel pin.
- **Time Management:** Consistently completed 50-60 garage deliveries daily on time and error-free. Made accurate entries on run sheet with time of arrival and method of payment.
- **Order Fulfillment:** Took initiative and checked pulled orders to verify order fulfillment accuracy prior to delivery, which saved time and money in delivery of incorrect orders.
- **Invoice & Cash Management:** Handled cash transactions up to \$300 and obtained signed invoices of \$25,000 daily. Submitted cash, checks, and invoices to accounting.

Office Assistant, Jan's Catering, Montclair, NJ 5/01 – 5/06

Home-based catering business with private, high-profile business clients requiring discretion and privacy. Seasonal and special occasion events serving 30-40 people.

- **General Office:** Generated confidential documents and contract proposals up to \$5,000. Managed team of 4 during set up and break down of buffet/service bar at catering events.