

# Jeffrey Michael Reichert

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407 Suffolk Lane  
Oak Brook, Illinois 60523  
Telephone: (630) 408-8836  
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Dear Hiring Authority:

I am interested in exploring employment opportunities with your company. Please find my career portfolio enclosed; the document will furnish you with the relevant details highlighting my extensive and diversified work history and education. Any additional information needed will be promptly provided upon your request.

As my resume will illustrate, I have developed a diversified work history in a variety of professional environments. My skill base is extensive with expertise in the areas of management, administration, accounting, customer relationship development/maintenance and problem solving. My personal qualifications encompass excellent communication and interpersonal skills with the ability to successfully perform multiple tasks simultaneously without sacrificing quality or exceeding deadlines.

My expertise also includes:

- promoting organizational growth through direct sales, strategic marketing initiatives and account management/development;
- prioritizing and managing client needs effectively;
- implementing an unparalleled level of quality service to accounts;
- working well in team, training, leadership and liaison roles.

I would like to contribute my abilities in a position within your organization. Should your team need a confident and ambitious professional, please contact me, so we may further elaborate on my correspondence. Thank you for your time and consideration.

Sincerely,

Jeffrey Michael Reichert

Enclosure

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Analytical, success-driven professional with an extensive and diversified **work history encompassing operations management, sales, key account management, collections, staff management, customer service, project management and team building.**

Proven success in special project management with a track-record of reducing operating costs through the effective use of project management, deductive reasoning, strategic thinking and technical skills.

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**PROFILE:** **Management** - Successful career in staff, sales and operations management: foster growth and increased profits; recognize niche markets. Proficiency in material, inventory, cost and quality control. Experience supervising, scheduling, training and evaluating staff. Proven abilities in assessing, training and producing the most successful, knowledgeable and loyal staff in all aspects of the operation.

**Customer Relations** - Maintain the highest customer service standards. Quickly identify customer objectives and challenges; effectively utilize organizational resources; meet customer specifications and time frames by prioritizing tasks.

**Sales Abilities** - Articulate and personable speaker; innate ability to understand diverse groups of people. Develop a thorough understanding of products and relay all technical information to potential customers, to aid in the selling process.

**EDUCATION:** NORTHERN ILLINOIS UNIVERSITY, DeKalb, Illinois  
**Bachelor of Science in Marketing** Conferred, 1999  
*Minor: Communications*

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**WORK HISTORY:** ENTERPRISE RENT-A-CAR, Villa Park/Lombard, Illinois  
**Sales/Customer Service Representative** 2001 to 2004  
Started in company's Management Training program; performed a wide range of sales, customer service and operations support duties. Effectively coordinated with clients, insurance companies and dealerships to build account base and increase sales. Performed direct sales, partnership management and networking; responsible for business development and client satisfaction. Compiled and monitored contracts.

SHERWIN-WILLIAMS CO., Glen Ellyn, Illinois  
**Assistant Store Manager** 1999 to 2001  
Responsible for contractor sales and daily store operations. Filled simultaneous roles as Account Manager, Assistant Store Manager and Collections Representative.  
- Managed contractor accounts from initial needs analysis to product delivery.  
- Oversaw a small staff performing a variety of duties, including inventory control, customer service, sales, merchandising, etc.  
- Monitored accounts and days past due; conducted collection calls.  
• Received an award for achieving the highest sales in store history, 2000.  
• Drastically improved collection numbers/rates over FY 1999.

COLLEGE CRAFT PAINTERS, Wheaton, Illinois  
**Sales/Project Manager** Summer, 1998  
Managed full sales cycle in securing residential clients for interior/exterior painting projects, including cold-calling, setting-up sales presentations, contract negotiation and compilation, planning project and resources and overseeing all aspects of project.  
• Remained as one of the top three sales producers in the company.  
• Recognized for exceptional sales, project efficiency and customer service success.

**Team Manager** Summer, 1997  
Promoted from Painter after five weeks; managed and directed all aspects of residential painting projects, encompassing a team of up to four painters and all customer service efforts; responsible for project timelines and budgets.  
• Recipient, "Most Efficient Team Manager" award on two occasions.

**COMPUTERS:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access, etc.).