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Summary:

Professional college graduate with strong marketing and sales experience focused on exceptional customer service. Good mechanical aptitude and engaging personality.

Experience:

All About Blinds, Sales and Customer Service, Jacksonville, FL 2014- Present

- Learned entire manufacturing, delivery, and installation cycle for business
- Warmly received, developed, and maintained new customers
- Decision maker for solving customer complaints
- Resolved factory issues and conflicts in scheduling for new and established customers
- Minimized company exposure to expenses with mutually beneficial solutions
- Inspected / Repaired / Replaced faulty or malfunctioning product
- Created solutions for warranty and non warranty items
- Remained on schedule with nearly 1000 road miles a week to facilitate purchases and installs
- Over 2000 customers in 2 years averaging over a million dollars in sales each year

Ian Tillman Charitable Foundation,

Kind Skate Owner / Professional Skateboarder 2009 - Present

- Event Organization specialist. Permits, Insurance, Prizes, Media, Marketing
- Avid safety specialist in course design as well as preventative measures.
- Over 5,000 Helmets placed with promises to wear while being active
- Facilitated purchasing of raw materials and developed supply chain for core products
- Analyzed outsourcing production of wheels / bearings to China compared with domestic sources
- Developed website and utilized social media to market products
- Partnered with other complimentary manufacturers for increased market share
- Developed customer loyalty in retail market

Ameritape, Customer Service 2013-2014

- Point of contact for new and existing customers
- Priced/designed new projects/applications
- Handled all issues with opportunities in production, shipping, dye lot variations
- Placed new orders as well as service of recurring orders

Sunesta Products (Temporary), Customer Service, Jacksonville FL 2013

- Provide a positive customer service experience for contractors and end-users
- Manage the internal sales process from order entry through final fulfillment
- Complete quality inspections for finished orders
- Worked directly with plant manager to insure the correct application was selected
- Helped develop marketing strategy for Southeast region (in absence of salesman)
- Provided remote mechanical and programming troubleshooting for all products

Blue Buffalo Sales and Marketing, Jacksonville FL 2012 – 2013

- Increased sales by 25% at three locations by improving customer experience at retail pet stores
- Developed unique approaches to pets as well as owners to increase premium sales
- Expanded approach from one product to entire Blue Buffalo product line
- Provided sales training for other new employees

Merchants Tire, Sales / Service Manager, Richmond VA

2010 -2011

- Commission sales position, responsible for providing outstanding customer service by selling tires, road hazard warranties, and recommended services, benefits and product feature options to customers and potential customers
- Responsible for driving sales and increased profitability of the store
- Maintained a clean and well-merchandised store
- Sourced commercial accounts and maintained strategic relationships
- Continued to service large accounts such as the DOT and Napa
- Promoted from sales associate to sales / service manager

**Clear Talk Wireless; Retail Sales Manager, Wholesale Account Manager
Jacksonville, FL and Columbia, SC**

2009 –

2010

- Hired to set-up local office including obtaining business license and permits, managing contractors, employee hiring and on-boarding, etc.
- Analyzed product needs and facilitated purchasing for several locations
- Called on customers and created a network for the new wholesale operation
- Categorization of clients for potential future sales.
- Liquidation of older product when new generations were acquired
- Provided customer service to a diverse client base
- Studied proper route for sales trips to reduce redundancy.
- Represented Clear Talk at CTIA show in Las Vegas (trade show)
- Averaged 2000 new customer activations per month (20% growth for my market area)
- Managed retail channel during Company expansion
- Oversaw selection process for retail and wholesale staffing
- Trained retail staff in sales techniques and product knowledge.
- Promoted to Wholesale Account Manager and transferred to South Carolina
- Worked with multiple regions to coordinate purchasing, consolidate shipping, and provide support to new markets, including negotiating terms and conditions
- Coordinated the closing of unprofitable retail locations and directed transfer of assets
- Knowledgeable in both network expansion as well as site acquisition.
- Educated customers when new innovation or a gap in product knowledge was identified
- Created tiered pricing for vendors to promote large volume purchasing.

Education:

BS Business Administration; Flagler College, St Augustine, FL

2009

AA Degree; University of Central Florida, Orlando, FL

- LEAD Scholars Graduate (Two Year Leadership Training Program)
- Class President --LEAD Scholars; Organized large scale fundraiser netting \$30K

FSCJ Manufacturing Readiness Program (Evenings, Continuing Education for Mechanical and Construction Trades)

Other Experience:

American Red Cross, Jacksonville Beach, FL

2004 - 2009

Volunteer Ocean Lifesaving Corps, Jacksonville FL

- Dedicated member of ocean rescue unit; volunteered every weekend and holiday during high school and college
- Recognized by the Red Cross for multiple rescues