

Douglas J.DiLorenzo

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RE: Marketing, Merchandising, Management Opportunities

Thank you for taking the time to review my resume. I would love to learn more about opportunities with your company. In addition, I welcome the challenge of a test of my abilities as a part of the recruiting process.

You will notice from the attached resume, that I have significant experience in customer service and sales as a RadioShack Sales Manager and Sears Holding Consultant. My positions required retail operations skills and interacting with customers, employees, and vendors of the business. I believe that the attached resume demonstrates that I have diverse experience in business and management.

I am a very organized individual and I am comfortable with a position requiring the use of computers. I have experience with Microsoft Excel, Word, PowerPoint, and Outlook. In addition, I am willing to learn any proprietary software and master all industry specific skills that are required for a new position.

I am searching for a challenging career that will utilize my business skills: customer orientation, written and verbal communications, problem solving, and multi-tasking. In addition, I am searching for a position that allows me to grow utilizing my skills from a Bachelor of Business Administration degree in Marketing. I hope to gain additional expertise in Marketing and Business and advance in a new career.

I respect your time; so I have included a link to my profile for your reference.

<http://www.linkedin.com/in/douglasdilorenzo>

Please feel free to review, download, and pass along examples of my presentation and writing.

Sincerely,

Doug DiLorenzo

Attachment: Resume



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SUMMARY OF QUALIFICATIONS-

- **20+ years Specialty Retail in a Customer Engagement System-**
 - Responsible for hiring / training / coaching associates to corporate sales process.
 - Solid negotiating and conflict resolutions – trained team by example.
- **Profit & Loss Responsibility-** for retail stores up to \$900,000 in Sales.
- **Planogram Setup** – Oversee weekly sale changes and bi-weekly updates
- **Strong Merchandising Skills** – known for visual presentations and silent sellers.
- **Operations Management-**
 - Excellent time management skills producing on time results.
 - Communication skills written and verbal enhanced at the University of Toledo.
 - Payroll management by controlling employee scheduling.
- **Strong Organization and Relationship Building Capabilities.**
 - Still recognized as a representative of the Brand in Toledo by former customers even though my stores were outside of Toledo for over 10 years.
- **Computer Skills-** Excel, Word, PowerPoint and MS Operating Systems.

PROFESSIONAL EXPERIENCE-

Sears Holding Corporation- Toledo, Ohio (Oct. 2013 – Present)

Consultative Sales Team – Consumer Electronics

- Responsible for Member Care and profitable sales.
- Using I-Pads and computer technology for customer interactions.

RadioShack Corporation- Toledo, Ohio (Sept. 1986 - May 2012)

Store Manager / Assistant Manager / Manager-In-Training / Sales Associate

- Leader's Club Award- Nationally recognized for superior profit and sales growth.
- Served on Leadership Council- Provided store level feedback to executive management.
- Prepared for promotion the most new managers in the Toledo area during tenure.

Specific Skills-

This store management position helped me develop the following competencies:

- Developed and maintained a loyal customer base through rapport building.
- Position enhanced proficiencies in hiring, training, and developing service teams.
- Accountable for cash and inventory controls- Earned Regional Loss Prevention Award.

Bavarian Sports Club- Toledo, Ohio (1995 – Present)

I work on goals of a nonprofit social organization with teams of volunteer members.

- Elected to office of Treasurer- Implemented QuickBooks for accounting reports.
- Elected to office of Trustee- Helped organize volunteers for club projects.
- Serving as representative to GAF Society- Sitting on Board of Trustees.

EDUCATION-

Bachelor of Business Administration- Majoring in Marketing

The University of Toledo (Graduated August 2007)

- Diverse marketing program including courses in: Marketing Communications, Marketing Analysis, Internet Marketing, Supply Chain Management and Logistics.
- Achieved a 4.0 GPA in marketing specialty and 3.2 overall GPA.
- Completed college degree while managing a retail business with a six day work week