

Douglas J. DiLorenzo

(419)269-1914

doug.dilorenzo@sbcglobal.net

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

SUMMARY OF QUALIFICATIONS-

- **Retail Manager in a Customer Engagement System-**
 - Responsible for hiring / training / coaching associates to corporate sales process.
 - Solid negotiating and conflict resolutions – trained team by example.
- **Plan-o-gram 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.
 - Profit & Loss Responsibility for retail stores up to \$900,000 in Sales.
 - 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.
- **Bachelor of Business Administration-** University of Toledo Majoring in Marketing.
- **Computer Skills-** Excel, Word, PowerPoint and MS Operating Systems.

PROFESSIONAL EXPERIENCE-

Sears Holding Corporation- Toledo, Ohio (Oct. 2015 – Present)

Customer Service Associate - Sears Auto Center

- Responsible for Member's experience and qualifying the reason for their visit.
- Sell Auto Center Services and products based on the Technician's recommendations.

Sears Holding Corporation- Toledo, Ohio (Oct. 2013 – Oct. 2015)

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.
- 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.

- 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