

Detail Oriented: "Attention Must Be Paid"

SUMMARY OF QUALIFICATIONS

Purchasing	manual/ automatic inventory, special orders;
Customer Service	order entry, problem resolution: ❖ Office Depot "Service Consultant of the Year" twice
Inside Sales	serving retail and business customers;
Outside Sales	served public and private sector accounts: ❖ numerous 100% Sales quarters;
Management	Management positions in large firms, SMB and self-employment;
Photography	commercial, fine art, school and pet portraiture;
Graphic Design	design & layout of books, marketing material, websites;
Certifications	Business Management Certificate (GBC, Toronto); Advanced Digital Photography Certificate (CSCC, Columbus);, Photoshop for Photographers Certificate (CSCC, Columbus).

EMPLOYMENT HISTORY

The Digital Gryphon LLC, Columbus, OH. 1996 -

Designer and Photographer

Operating on-line POD ("print on demand") boutiques selling prints, apparel and merchandise featuring my photographs and designs. Preparing production files, marketing and promotion for those shops and freelance clients.

Poet & Publisher

Publisher of paper and e-books of photography and poetry via Print-On-Demand technology.

Recommendation:

"I worked closely with him on several merchandising projects and Brian was always honest, reliable, met deadlines and a pleasure to work with. I would recommend him to any organization"

Kindra Hill, *Marketing Coordinator*, Cat Welfare Association

Integrity Concepts Inc, Hilliard, OH 2014 -

Housekeeping Staff

Maintaining standards in break-rooms and bathrooms in a combined Distribution and Call Centre. Full-time position (second shift); Service Master franchise.

HR Imaging Partners, Delaware, OH 2012 - 2014

School Photographer

Providing both formal images and candid snapshots of students & staff of schools in central Ohio. Meeting specific client requirements while producing sellable images on a tight schedule. Part-time, seasonal position.

United States Census Bureau, Columbus, OH. 2009

Enumerator (Lister)

Updated residential address lists in preparation for the 2010 Census using a hand-held computer. Classified potential living units in accordance with stringent specifications. Interacted with public while protecting the confidentiality of personal data.

Temporary position.



Office Depot, Inc. Columbus, OH.

1996 - 2008

Account Manager; Public Sector (4 years)

Territory covered government & education accounts in 30 Ohio counties. Established relationships with all levels of staff at federal, state and local offices. Consultative selling of products and services. Also co-ordinated participation in Trade Shows for various state-wide organizations. Served as main point of contact for two State of Ohio contracts.

Account Manager (1 year)

Maintained & grew selected accounts with a territory base of \$1.1M. Included various local, regional, and national commercial customers.

Service Consultant (5-1/2 years)

Supported Sales Team with selected major accounts; including the City of Columbus, the Limited Group, and Bank 1. Worked on-site at Bank 1 (now Chase) for 18 months. Special Orders, meeting client and corporate requirements and procedures.

Lead Customer Service Representative (1-1/2 years)

Led a team of 4 Customer Service Representatives handling in-bound sales calls, order entry; returns and sourcing special order items for a variety of commercial customers, large and small.

Internal Activities & Awards

- * 100% Sales Club (multiple years)
- * District Service Consultant of the Year (twice)
- * Facilitator, OVR Schools Sales Council
- * Representative; ER Diversity Steering Committee

"Brian was great to work with. He was always looking for the win-win solution in every situation."

Michael Bame, Transportation Lead

Recommendations

"I worked with Brian when he was in the Columbus, OH sales office. Brian always impressed me with his passion and drive, resolution and taking care of our customers was always a top priority. This passion and drive, combined with his professionalism would be an asset to any sales organization."

"Brian is a stellar human being, great compassion, his intelligence level is off the charts. You could go to him and find out just about anything from work related answers to banking concerns, and he would be able to give you insights to help guide you on your way. I had the honor of working next to him for 8 years and would gladly work next to him anytime in the future."

Jeanne Barrett, Service Consultant

Bruce Harris, CSC Director

FOUNDATIONAL EXPERIENCE

Interim Personnel, Worthington, OH

○ Accounting Clerk for PMI (Private Mortgage Insurance) Department in a new division of Chase Manhattan Mortgage Corp.

Gryphon Night Enterprises, Toronto ON

- Provided marketing assistance to an independent Manufacturers' Representative
- Freelance graphic designer
- Freelance photographer

Loomis & Toles Division, Toronto, ON

- Assistant Manager; Superstore Retail Outlet
- Purchasing Agent & Marketing Assistant
- Retail Clerk

Cartigraph, Toronto, ON

- Operations Manager
- Retail Clerk and Purchasing Assistant

Loomis & Toles Co. Ltd. Toronto, ON

- Assistant Store Manager,
- Retail Clerk