

# CHARLES ROONEY

1000 East 24<sup>th</sup> Drive | Thornton, CO 80233 | (720)123-4567 | [charlesrooney@hotmail.com](mailto:charlesrooney@hotmail.com)

## SUMMARY OF QUALIFICATIONS

Dynamic, results-driven individual with 8 years of experience working within fast-paced environments in a range of industries, with an emphasis on effective processes, productive operations, and superior service to internal and external customers. Self-motivated leader who excels at delivering solutions to customers, colleagues, and the company as a whole. Strong communication skills, serving as a valuable company representative. Successful record of accomplishing set goals accurately, on time, and within budget parameters.

## AREAS OF EXPERTISE

Route Delivery, Sales, and Service • Commercial Driving • Account Management • New and Existing Accounts  
Efficient and Effective Processes • Quality Controls and Assurance • Issue Resolution • Supplies and Inventory  
Team Training and Management • Daily Business Operations and Administration • Special Projects and Committees

## CURRENT EXPERIENCE AND ACCOMPLISHMENTS

**Route Service Sales Representative** | Cintas Corporation | Denver, CO **2010 – Present**

Capably manage a large territory of existing accounts while continually marketing to new customers in order to increase revenue and market share.

- Pick up and deliver uniforms, shop towels, chemical cleaning products, and other rental products using the company's commercial vehicle.
- Build rapport with customers while discussing needs and offering products and services that meet those requirements. Serve as the main point of contact for information, questions, and issues. Communicate regularly with customers to ensure quality standards and the highest level of customer satisfaction.
- Employ effective marketing techniques to up-sell and cross-sell additional products and services. Utilize relationship-based sales methods to encourage loyalty, repeat business, and customer referrals.
- Identify and contact prospective customers within the territory. Discuss company offerings, overcome objections, negotiation contracts, and close the sale on a high majority of sales calls.
- Manage inventory of supplies and equipment needed for the account base, maintaining levels that meet customer demand while minimizing surplus.
- Train and mentor junior Representatives on best practices for safe driving, customer service, and additional sales. Manage the Assistant Representative assigned to the route.

### **Key Accomplishments:**

- ✓ Lead one of the largest routes with many of the company's key customers.
- ✓ Received the Safe Driving Certificate each quarter for 16 quarters in a row.
- ✓ Continually increase revenue within the territory through lead generation and follow-up, direct sales, effective up-selling, and prompt contract renewals.
- ✓ Created a route plan to deliver products to customers in a more efficient and effective manner.
- ✓ Serve as a Member of the Safety Committee.
- ✓ Promoted 2 times during employment due to excellent results and service.
- ✓ Regularly receive compliments from customer and managers for delivery products and services promptly, accurately, and with superior customer service.

## ADDITIONAL EXPERIENCE

**Licensed Massage Therapist** | Conway Regional Health and Fitness | Conway, AR **2008 – 2010**

Administer professional massages for clients to relax overworked muscles, treat pain from ailments, aid rehabilitation of athletic injuries, and support overall health.

**Lead Server and Trainer** | Chili's | Conway, AR **2006 – 2009**

Supported the management team in all aspects of operations at a busy location, from hiring and training to serving and maintenance of the restaurant's appearance.

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## EDUCATION

**Bachelor-level General Studies** | University of Central Arkansas | 2008 - Present

## LICENSES, CERTIFICATIONS, AND TRAINING

Permit for B Commercial Driver's License, In Process

Smith Safe Driving Certification

Certified Route Trainer

## COMPUTER SKILL SET

Windows and Apple/Mac Operating Systems

Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Access)

Cintas Mobile Route Database (PRC)

Point-of-Sale Software (Aloha)

Web-based tools and applications for online research and communications

## REFERENCES

Excellent references and professional recommendations can be provided on request.