



JEFFREY M. COLE JR.

DEDICATED, COLLABORATIVE, & TEAM-FOCUSED

EXPERIENCES

> EAGLE BUSINESS SOFTWARE: LANCASTER, PA ACCOUNT MANAGER / AUGUST 2021 - PRESENT

- Oversee and manage ERP SaaS software partnership between assigned clients and Eagle Business Software through onsite visits and phone call/Microsoft Teams meetings
- Secure yearly SaaS subscription renewals for software and eCommerce sites
- Uncover and identify client needs for training and growth resulting in training retainers and project implementations
- Provide feedback to internal teams for process and software improvements

> WITMER PUBLIC SAFETY GROUP: COATESVILLE, PA PROJECT SPECIALIST / APRIL 2019 - AUGUST 2021

- Oversee assigned projects by Senior Management Team
- Monitor project progress goals
- Provide weekly project status updates to CFO
- Determine inefficiencies in business operations procedures
- Recommend solutions to inefficient business operations procedures
- Projects completed include: reducing excess and obsolete inventory, supervising and coaching inbound inventory production staff, and assisting with NetSuite ERP transition from legacy ERP

PRODUCT LINE MANAGER / JULY 2016 - APRIL 2019

- Lead internal product development for private label apparel product line
- Coordinated promotional buys, negotiated product costs, and suggested retail pricing with new and existing vendors
- Managed inventory levels of 30,000 active products and developed sales forecasts on a quarterly basis for all product lines
- Established marketing campaigns for new vendors and products

INSIDE SALES TEAM LEAD / MAY 2014 - JULY 2016

- Supervised and coach new hires and teammates on the performance of daily tasks and the utilization of sales and reporting tools
- Strategized with Senior Management Team to achieve department sales goals
- Established relationships with customers assisting them with product recommendations, quotes, purchases and customer service
- Increased department revenue year-over-year through effective sales strategies and maintenance of a yearly departmental growth plan

INSIDE SALES REPRESENTATIVE / OCTOBER 2011 - JUNE 2013

- Prepared quotes, bids and sales orders for customers
- Responded to sales leads and customer inquiries
- Provided solutions for clients' needs while delivering exceptional customer service
- Created new policies and procedures for the Inside Sales Department

> WHOLE FOODS MARKET: EXTON, PA GROCERY PRODUCT SPECIALIST / DECEMBER 2017 - SEPTEMBER 2021

- Field product inquiries through knowledge-based customer service
- Display and arrange inventory in accordance with merchandising plan
- Cross-sell and upsell customers on additional and replacement products
- Act as a department team leader during leadership absence

> SOFTMART: DOWNINGTOWN, PA SMALL & MEDIUM BUSINESS ACCOUNT MANAGER / JUNE 2013 - MAY 2014

- Fostered longstanding client relationships and acquired new business through written and verbal correspondence including contracts, quotes, and sales orders
- Researched new and existing products to enhance personal knowledge and expand client offerings and opportunities
- Developed monthly sales plans to achieve assigned quotas

CONTACT

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AFFILIATIONS

Minquas Fire Company No. 2 (February 2004 - Present)

- Vice President
- Lieutenant
- Firefighter

EDUCATION

Harrisburg Area Community College (April 2014)

- Fire and EMS Administrative Officer Certificate

Delaware County Community College (October 2011)

- Emergency Management Certificate

Neumann University (August 2007-May 2011)

- B.A. Political Science, GPA: 3.8
- History Minor
- Delta Pi Honors Society Member

REFERENCES

Available upon request