

Steve Papadogiannakis

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Sales Associate | Bob's Discount Furniture Totowa, NJ | November 2018 – Current

- Greet and engage customers, uncovering their home furnishing needs and helping them make their design vision become a reality.
- Provide world class customer service and offer customers an unforgettable shopping experience.
- Build rapport with clients, earning their business through demonstrating exceptional product knowledge.
- Develop and maintain a customer base through networking and client follow up to ensure customer satisfaction before and after the sale.

Outside Sales Account Manager | Able Equipment Rental Edison, NJ | July 2017 – November 2018

- Update all contact and client information using salesforce.
- Utilized all available resources to reach out to prospects and turned those prospects into customers.
- Attended industry trade shows to accumulate new leads and make productive contact with existing and potential clients.
- Collaborated with management team to improve marketing materials and expand the company's marketing presence in my territory.
- Communicated with all current and potential customers on a regular basis, providing solutions as needed, and oversee all activity in my territory.

Inside Sales Coordinator | Blueline Rental Edison, NJ | July 2015 – July 2017

- Demonstrated sales and customer service skills; Interact with internal and external customers in a cooperative and professional manner.
- Effective oral and written communication skills to communicate with store, division and regional management.
- Work with all levels of personnel within the organization and customer operations.
- Knowledge of business accounting principles, budget preparation, and business acumen.
- Understanding of construction equipment and rental industry.

Construction Operations Manager | GSP Construction Inc. Parlin, NJ | April 2008 – July 2015

- Completed bid proposals for county and town construction work.
- Responded to inquiries from sub-contractors, vendors and engineers through email.
- Supervised 5-10 employees on construction work sites.
- Managed daily logistics at work sites to ensure optimal use of time and resources.
- Experienced heavy machinery operator for the following: back hoe, wheel loader, excavator and dump truck.

End User Support Technician | Misys HealthCare Systems Edison, NJ | April 1999 – April 2008

- Provided quality customer service to a database of up to 500 clients involving software, hardware, and operating system issues.
- Set up clients with updated Dell servers. Assisted with complete install including Unix OS data drop to the system.
- Provided complete hardware support for client base.
- Assisted with in-house networking setup using knowledge of LAN/WAN technologies and routing protocols.
- Performed data testing, file maintenance, and research of client concerns.
- Authored detailed documentation for internal training and reference.
- Increased productivity by continued improvement of efficient troubleshooting methods, and enhanced knowledge.

Skills & Accomplishments

- Excellent interpersonal and customer service skills.
- 18+ years of PC diagnostics, troubleshooting and repair experience.
- UNIX, DOS, Windows 2000, Windows XP, Windows Vista, Windows 7 and Windows 8 and Microsoft Office.
- Experienced in Adobe Photoshop and Adobe Illustrator along with Dreamweaver and Microsoft FrontPage.
- Troubleshooting local area network connectivity issues and set up of wireless networking.
- Certificate of Merit for "Successful Telephone Techniques for Customer Service Representatives" by Success Builders.

Education: East Brunswick High School & Academic focus: CO-OP in Business Administration