

CARL J. WHIPPLE

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OBJECTIVE

To secure a position which enables me to achieve my career and personal growth goals by capitalizing on my experience in wholesale / retail sales, customer service, human resources and business management.

EXPERIENCE

HD Supply, Herndon, Virginia

Branch Manager – Herndon VA **October 2006 to April 2009**

- Direct supervisor of staff consisting of 18 associates
- Schedule vendor product training for all sales staff and customers
- Develop relationships with top plumbers and mechanical contractors within market
- Promptly address and resolve customer service issues
- Conduct weekly meeting with OSR to identify opportunities and jeopardy
- Perform analyses of historical and current trends to improve branch GM by 3%
- Identify and implement branch cost reductions resulting in annual savings of \$345K
- Secured business relationship with two key commercial accounts resulting in four hotel and two school project awards
- Maintained annual sales volume of \$8.2M while increasing branch profitability.

American Standard USPP, Piscataway, New Jersey

District Sales Manager - Virginia **July 2002 to October 2006**

- Responsible for push and pull model sales in 20 distributor locations
- Provide product training for all sales staff and customers
- Called on Architects, Engineers and Dealer Showrooms to facilitate pull through sales
- Develop relationships with top plumbers and mechanical contractors within each major market
- Implement rebate program with key contractors to expand product assortment
- Promptly address and resolve all customer service issues
- Secured builder business utilizing company builders programs
- Increased sales year over year by 3-6% to total volume of \$6.3 million

Territory Manager - Northern Virginia **March 2001 to July 2002**

- Directly responsible for 16 store locations
- Maintain adequate stock levels and product presentations
- Educate key store personnel of benefits and features of all products
- Protect company profits by limiting vendor returns to only defectives
- Develop relationships with key personnel to grow business to \$4.3 million territory sales
- Promptly address and resolve all customer service issues
- Expand business through obtaining off shelve merchandising opportunities

Education and Certification

- **Principles of Civil Engineering-NICS, Scranton, PA**
- **Construction Estimating Inst. of America- Civil Construction Estimating**
- **WVDOT Training and Certification**
 - Concrete Testing Technician**
 - Compaction Testing Technician**
 - Asphalt Testing**