

## Charles R. Harz

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Highly motivated and results driven professional seeking **Sales Representative** position to accelerate sales growth through effective product education and extensive relationship building.

### QUALIFICATIONS PROFILE

- Persistence in building sales and providing solutions according to identified customer needs.
- Strong customer and sales orientation as demonstrated by resolving problems and issues related to the store, employees and customers.
- Familiarity of product construction and ability to convey concepts to personnel and customers.
- Professional, confident demeanor, goal oriented, self-motivated, and a willingness to work extended hours.

**Strengths:** Goal Motivated • Persuasion Skills • Time Management • Organization

### PROFESSIONAL EXPERIENCE

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**CareMaster Fire and Water Restoration, Winterville, NC** 2010- Present  
**Project Manager/ Estimator**

Estimate, sell and manage 10 to 20 restoration/construction projects per month while overseeing all aspects of production.

- Successfully estimated and managed over 200 water and fire damage restoration jobs in 2012 while keeping gross profit margin above company average.
- Built and maintain inventory system for all drying and restoration equipment to track location and time on jobs.
- Reformatted and currently implement new after hours on-call service protocol for schedule and compensation package for employees.
- Implement and conduct monthly employee meetings for safety briefing, employee of the month award and address any employee concerns.

**Carl Harz Furniture Co., Elmer, NJ** 1999 – 2010  
**Sales and General Manager**

Managed all aspects of daily operations and sales while increasing gross sales from 6 million to 12 million in less than 5 years.

- Managed 12 full time sales associates, held monthly meetings to assess strengths and weaknesses and implement strategies for improvement.
- Implemented an advertising program to obtain company goals established on a monthly basis.
- Lead buyer for all upholstery and casegood products.

- Monitored sales and developed reports to identify best sellers to continue company growth.
- Worked with manufacturer representatives to determine the direction of their product lines within store showroom and promotions to increase sales.
- Developed Employee Incentives Program for sales associates, administrative staff and warehouse personnel.
- Interviewed, hired and terminated all employees as Manager.
- Developed and implemented successful retail sales promotions.

## EDUCATION

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**Bachelor of Science, Urban and Regional Planning** 1994  
 With concentrations in Real Estate and Finance  
 East Carolina University, Greenville, NC

## ADDITIONAL TRAINING

**NHFA Sale Management Seminar** 2001  
 Instructor Phillip Gutsell, High Point University

**Profit Systems Computer Software** 2001  
 3Day User Training Program, Colorado Springs, Co

**Sales Management Training** 2004  
 Consultant, Jody Seivert, 1X1 Companies

**Profit Systems Groups for stores Over \$10 Million in Sales** 2005-2007  
 Bi-Annual meetings with other store owners and managers to discuss strengths and weaknesses, discuss best practices, and critique our retail stores.

**IICRC Certifications (Institute of Inspection Cleaning and Restoration Certification)** 2010-2012

- Carpet Cleaning
- Odor Control
- Fire and Smoke Restoration
- Water Damage Restoration
- Applied Structural Drying
- Applied Microbial Remediation