

THOMAS DEMMERS

206 Reeve Avenue, Bloomingdale, New Jersey 07403
973.850.8504 973.907.6015
thomas.demmers@gmail.com

QUALIFICATIONS PROFILE

AREAS OF EXPERTISE:

SALES MANAGEMENT
PROSPECTING
PROJECT DEVELOPMENT AND
IMPLEMENTATION
INTERNATIONAL
TRANSPORTATION AND
LOGISTICS
RAPID CONFLICT RESOLUTION
NEGOTIATION AND CLOSING
CUSTOMER SERVICE
MANAGEMENT
STRATEGIC PLANNING
PRESENTATION / ARTICULATE
COMMUNICATION SKILLS
ACCOUNTS
PAYABLE/RECEIVABLE

Seasoned, persuasive, and results-driven professional with extensive and progressive skills and background within global sales management; exemplify strong ability to maintain productive relationships with all levels of professionals. Exceptional qualifications in identifying and capturing market opportunities to accelerate growth, increase revenue, and improve profit contributions. Proficient in various Microsoft Office programs and web browsers, along with working knowledge of Microsoft Access and Visio; enthusiastic in pursuing a career to efficiently utilize outstanding experience of international transportation and logistics along with proven expertise in achieving transportation needs.

- Dynamic sales and communication skills with thriving annual negotiations presented better than market rates for two consecutive years
- Resourceful problem solver with the ability to conceptualize cost-effective solutions to challenging situations while maintaining a professional image
- Thorough, detail- and process-oriented with strong follow-through skills; sincere and honest individual with high level of personal and professional integrity
- Targeting all potential business opportunities to offer superior level of domestic and worldwide service quality

PROFESSIONAL EXPERIENCE

MARS CHOCOLATE, North America, LLC, Hackettstown, NJ ▪ 2007-2010

INTERNATIONAL OPERATIONS MANAGER

Assumed full accountability in managing global service providers covering ocean, air, domestic dray, freight forwarding, customs brokerage, and payables. Ensured service integrity for business requirements to/from and within approximately 50 countries for 87 affiliates and distributors. Collaborated with all sales managers to coordinate proper execution of strategies and techniques, achievement of overall goals, and motivation of sales team by providing incentives. Developed, updated, and implemented all corporate logistics materials and scripts.

Key Accomplishments:

- ▶ Carried out and streamlined a complex and major role in executing the terms and conditions for agreements in excess of \$70M, including capital equipment, raw materials, and finished goods valued at \$750M.
- ▶ Oversaw international transportation needs within the Commercial Logistics Department, which involves teams within North America and abroad. Directed 1 associate and consultant.

MAERSK INCORPORATED, Madison, NJ/Morristown, NJ/Charleston, SC ▪ 1989-2007

EXPORT ACCOUNT EXECUTIVE

- ▶ Administered account development, budget management, contract negotiation, and financial acumen across a broad scope of commodities in all global markets.
- ▶ Singlehandedly oversaw accounts of the organization and maintained receipts and payment; strategically implemented budgeting models.

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BUSINESS DEVELOPMENT SALES REPRESENTATIVE, *Global Sales Business Development*

- ▶ Dynamically supported account executives and global sales key client directors utilizing constant communication pertaining to various account issues.
- ▶ Improved and maintained productive client relations; utilized knowledge of principles and processes in providing first-rate customer and personnel services.
- ▶ Handled accounts of Eastman Kodak, Heineken with the top 5 global NVOCC's.
- ▶ Provided support to Customer Service Center on documentation and customer service rate-related issues.

CUSTOMER SERVICE REPRESENTATIVE

- ▶ Played a vital role in rendering front line support for export accounts with regards to documentation and bookings.
- ▶ Established continuing high quality dealings with clients to provide a high level of support and promote a partnership for both company and customer.
- ▶ Implemented prompt and efficient handling of incoming telephone inquiries from customer calls concerning company product and services, billing statements and discrepancies, payment issues, and general shipment inquiries.

RATE ANALYST

- ▶ Successfully rated bills of lading from a centralized location concentrating on Africa, Middle East, and India sub-continent shippers.
- ▶ Comprehensively reviewed service contracts for changes in rates, rules, or regulations received from rate bureaus, shippers/consignees, sales offices, along with trade managers.
- ▶ Organized all rate-manual sections compliant with governmental regulations and based on factors, such as handling costs, classes of merchandise transported, fuel costs, refrigeration required and business volume.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT: 1997
Fairleigh Dickinson University • Teaneck, NJ

PROFESSIONAL DEVELOPMENT

**Foreign Commerce Club of New York/New Jersey
Union Local 464 A**