

October 17, 2018

Redline Glass Ltd.
Saanichton, BC

Re: Service Coordinator position

Dear Hiring Manager:

This letter is to express my interest and curiosity in having the opportunity to discuss the above position.

I bring 20+ years of successful project management and coordination experience with a success track record of accomplishments in the architectural door and hardware industry, architectural aluminum glazing industry and the automatic door industry. This has included working with a variety of clients and stakeholders including; architects, engineers, contractors, glazing contractors, public and private sector end users and facility managers.

This has afforded me the opportunity to develop a diverse array of technical skills blended with multi-dimensional communication skills and an ability to harvest, crystallize and act to fulfill client needs.

I am in process of transitioning my career with a strong desire to stay local in Victoria working in a role where I can offer my skills and add-value.

I thrive working in a dynamic, fast-pace and challenging environment and enjoy managing a diverse array of tasks and stakeholder relationships. I feel that the skills and capabilities developed in my previous positions are applicable, transferable and make me an ideal candidate for this position.

I sincerely hope that you'll find my experience compelling enough to invite me for a face-to-face meeting if you feel that I'm a strong candidate for this or any position in your organization, as I'm confident that I would add significant value as a member of your team. Please see my resume attached.

Thank you for your time and consideration.

Best regards,

Lee Gross
Victoria, Canada
778.533.2888 leegr333@icloud.com

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PROFESSIONAL SUMMARY

Results and outcomes-oriented, high-energy, hands-on seasoned professional with a successful track record of accomplishments in project management and business development roles. Effective and energetic with a high degree of accountability, client and solutions focused, prioritizing that which adds the greatest value. Navigating ambiguity is second nature and finding solutions without a proven path a welcome challenge. Excellent learning agility with the capacity to take on big challenges, make mistakes fast and early, embrace tough feedback, then recover quickly with fresh and effective solutions. A critical and strategic thinker who is motivated to succeed with the willingness to roll-up-the-sleeves and do what it takes to get the job done.

KEY AREAS OF KNOWLEDGE

- Project Management
- Manage CCOs-CCNs-RFIs
- Manage Client Relationships
- Consultative Sales
- Manage RFPs and RFQs
- Documents Management
- Manage Subcontractors
- Business Development
- Contract Administration
- Substantial Completion
- Manage Vendors
- Marketing Communications

RELATED WORK EXPERIENCE

Allmar Inc., Canada wide
Business Development Manager

(2013 - 2016)

The largest security door and hardware distributor in Canada with 12 branches and 300 employees providing products and services to the construction industry. Lead a program expanding capabilities in the deployment of innovative technologies segments including networked locking systems and automated entrance systems.

- Developed best practices for service, installation and project management teams.
- Developed business strategies to drive growth, create value and maximize profitability.
- Managed client, subcontractor, vendor and stakeholder relationships and communications.
- Managed end-to-end proposal calls and bid strategies for all technology deployments.
- Provided leadership, mentoring and training for inside, outside and contract sales teams.

Access Hardware Consultants, Vancouver, Canada
Project Manager, Consultant

(1991 - 2012)

- Created and managed a project management and consulting firm offering services to architects, engineers, contractors, public and private facility managers and end users specializing in access control, electrified hardware and automated entrance systems integration.
 - Managed project plans, contracts, specification documents, contract administration, change orders, budgets, estimates, tenders, bid strategies and stakeholder relationships.
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OTHER EXPERIENCE

Awesome Awareness Adventures, Latin America
International Business Development Research

(2008 - 2013)

- Five-year 50,000 Km dual-sport motorcycle journey from Vancouver, Canada to Patagonia, Argentina with three-year residency in Colombia. Countries included; Mexico, Guatemala, Honduras, Nicaragua, Costa Rica, Panama, Colombia, Venezuela, Ecuador, Peru, Chile, Argentina, Brasil.

Northern Hardware, Edmonton, Canada

(1989 - 1990)

Pro Finish Hardware Associates, Edmonton, Canada

(1985 - 1989)

SDI Steel Door Industries, Edmonton, Canada

(1984 - 1985)

- Various roles involving the project management, installation and service of access control and electro-mechanical hardware and automatic door systems.

TECHNICAL SKILLS

Windows OS:	MS Office: Word, Excel, Power Point, Visio, Outlook (Intermediate)
Mac OS:	iWork Pages, Keynote, Final Cut Pro X
Web Dev:	WordPress CMS, Mail Chimp, Constant Contact
Audio, Video:	Final Cut Pro X, Cubase, Soundcloud, DJ Pro, Vimeo, YouTube
Accounting:	QuickBooks Pro, Moneyworks
CRM:	Salesforce (basic)

OTHER ABILITIES

- Reliable and accountable with integrity
- Excellent communication and listening skills
- Good people skills, tactful and diplomatic
- Able to prioritize, multitask, problem solve
- Able to work autonomously and collaboratively
- Accurate with strong attention to detail
- Fast learner, effective and efficient
- Positive, optimistic and upbeat demeanor
- Initiative taker, self starter, challenge oriented
- Capacity to deal with stressful and situations

EDUCATION & TRAINING

AHC Certification:	Architectural Hardware Consultant – DHI
Salto Systems:	Networked Locking Systems Technical Trainings, software and hardware
Peak Potentials:	Leadership, Train the Trainer, Warrior Camp, Wizard Camp, Life Directions
Video Marketing:	Brainy Video, Izzy Video, Final Cut Pro X trainings

LANGUAGES

Primary: English: native

Secondary: Spanish: spoken level 2