

James Grey

Sales, Service, Support

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Overview

Effective decision-maker offering 30+ years of experience in challenging industries; from the sales of cutting-edge material-handling equipment, to the development of smart business strategies, to extensive quality improvement initiatives.

Economical; able to plan and manage large-scale efforts on a limited budget. Works closely with the service team to deliver unique solutions to difficult issues.

Communications expert; leverages business, technical, and financial expertise to communicate complex issues with executives and team members.

Skills & Abilities

- Skilled Trades Journeyman
- Formally-trained in electronics and autonomous material-handling equipment
- Skilled in the construction/maintenance of material-handling equipment
- Subject-matter expert in lift truck-related matters, electronic vehicles, and automated systems
- Experienced in customer management, lead development, territory management, and service management
- Self-motivated; works well alone, or with a team
- Proficient in Microsoft Windows, Microsoft Office, Google Docs, and a number of other productivity tools

Experience

Outdoor Man, Houston, TX

2020-Present

Sleeper Agent

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Forklift Warehouse, Houston, TX

2017-Present

Territory Manager

In this role, I am responsible for interfacing with the customer to solve current and future problems. My past experience with electronics and automation allows me to develop innovative solutions for customer needs.

Such solutions may be small or one-time in scope, or they may enable regional/global strategies at scale. Customer satisfaction is of the utmost importance to me, and as such, I've seen year over year growth in my market.

Moonlight Trucks, Houston, TX

2011-2017

Customer Service and Sales Representative

Responsible for B2B sales and service within Houston. I worked with a small team of service and support personnel to deliver tailored solutions for organizations across the city.

Jacobs Engineering Group, Houston, TX

2009-2011

Sales and Marketing

In this role, I was responsible for taking new customer calls and scheduling meetings with our sales representatives. I provided customer service support and dealt with all support-related issues. I was in charge of entering all relevant information into our database records and managed weekly/monthly spreadsheets of leads. I was also in charge of the telemarketers that worked the night shift.

Faith Church, Holt, MI

2008-2009

Facility and Maintenance Manager

Faith Church is a 45,000 square foot facility sitting on a 20 acre campus in Holt, Michigan. Perform general and facility maintenance duties such as (but not limited to):

1. Running and installing communications and AV cable, repairing drywall, VCT flooring, ceramic flooring, repainting rooms, general maintenance and helping staff with their needs regarding the facility.
2. Operating large power equipment such as a 36 foot hydraulic lift, riding floor burnisher, and commercial-grade lawn mower with safety and efficiency.
3. Helping with Event Management via the complete setup and teardown of events ranging from 50 to 1200 people.

Ford Motor Corporation, Detroit, MI

1998-2008

Skilled Trades (Jitney) Journeyman

Performed preventative maintenance and repair of industrial lift truck equipment, including Dematic Automated Guided Vehicles, Yale lift trucks,

Tennant equipment and TaylorDunn Personal Carriers.

Was an efficient, long-term employee and received excellent reviews.

Ramsey Food Services, Brighton, MI

1986-1998

Maintenance Mechanic

Performed preventative maintenance and repair on Crown Industrial lift trucks, including TS and RC Crown equipment and Tennant equipment.

Performed general building maintenance including electrical and telephone work. Performed repair and maintenance on Rapistan Conveyor Systems.

Dart Container Corporation, Mason, MI

1981-1986

Electronic Technical Assistant

Built circuit boards and wired new prototype machinery used within Dart Container Corporation. Excellent knowledge of electrical and cable systems.

Education

Smallville High School, Dansville, MI

1978-1981

Diploma