

Stephen L. Hoemke

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Management / Sales / Training

Recognized expert in management with over twenty years' experience in business development, team leadership, comprehensive project management and adept at communicating with diverse groups.

CORE COMPETENCIES

Budget Management • Counseling • Sales • Customer Service • Team Leadership • Training

EXPERIENCES

SPIRIT HALLOWEEN, MANAGER

5- MONTHS SEASONAL 2016

- Managed the build of the seasonal store from the ground up; trained all staff; supervised end-of-season breakdown of store.
- Directed specialty product sales and exceeded sales goals for season by 12%; exceeded annual charitable donation goals by 15%.
- Training all staff in superior customer service, resolved all customer issues resulting in no complaints escalated to district or corporate.

ILLINI STATE TRUCKING, DISPATCHER, WELL-SITE COORDINATOR

2014 – 2016

- Scheduled drivers and materials with GPS software dispatching over 4500 loads for 4 well-sites running concurrently; achieved no incidents, accidents or injuries with 100% of loads delivered on time with accurate documentation. Completed over a 5-week period.
- Maintained OSHA, HSE, DOT compliance on all drivers and trucks; managed all employees in area of deliveries to ensure compliance to all safety and company regulations; managed all territory communications.
- Utilized GPS tracking/dispatch software to maintain delivery times of all drivers and loads; utilized time management practices to determine downtime for all drivers in order to ensure deliveries made on time and to correct location, while complying with DOT regulations.

KSW ENVIRONMENTAL, TRAINING SUPERVISOR

2012 – 2014

- Implemented training for all employees in Rocky Mountain Region to include new hire, forklift and manlift certification, OSHA, HSE, driver safety, and on-the-job training as required.
- Conducted on-the-job training for all employees. Completed field reviews for employees; completed equipment maintenance and training for employees.
- Retrained employees in OSHA, HSE, First Aid and CPR.

DVD YOUR MEMORIES, MANAGER

2011 – 2012

- Successful project manager for construction, layout and design of new location. Opened store and saw a net profit in less than 3-months.
- Developed plans and sought new customers to increase sales and profitability.
- Recruited, interviewed and hired new employees for all positions.
- Trained employees in sales, technical skills and customer service. Won numerous corporate customer service awards for store.
- Created training videos for use online and in store for all locations in corporation. Project manager for all phases of video/training production to include scripting, shooting, editing and post.

RADIOSHACK, MANAGER, DISTRICT HIRING/TRAINING MANAGER

2006 - 2009

- Reviewed operational records and reports of project sales to determine profitability; resolved all customer complaints called into district office; coached and counseled staff in underperforming stores.
- Effectively applied planograms, POP, and other means in order to attract and increase business.
- Assigned as manager for different troubled stores in district; retrained or hired new employees for change management plan; successfully turned around each store assigned and soon realized net profit for each location; Coached and counseled staff in underperforming stores; maintained a zero-loss ratio for staff in those stores.
- Successfully hired and trained employees for stores. Advanced several employees through MIT (Manager in Training) program to become successful managers of stores; assisted district manager with training candidates in MIT program for entire district.

SWINGLE, PROPERTY MANAGER, IT ASSISTANT, SUPERVISOR

1996 - 2006

- Created training materials and manuals for every position within the organization.
- Maintained 3 different properties in different geographic locations.
- Worked with sales and marketing staff to assist in developing printed materials for use in increasing business and customer knowledge.
- Reviewed all maintenance and service contracts, approved contracts, negotiated contracts.
- Project manager for several construction projects including new occupancy, remodeling, parking reorganization, contracts, designs, punch cards, etc.
- Maintained all utilities on properties including upgrades, maintenance, preventive maintenance, etc.
- Maintained fire systems for all applicable properties including extinguishers, water, stand pipes, inspections, etc.
- Conducted semiannual fire drills for all tenants and occupants of all properties in accordance with fire and insurance requirements.

Additional experience as a Domino's District Manager; United States Marine Corps Training and Audio Visual Support NCOIC

EDUCATION

PHD – DOCTOR OF PHILOSOPHY IN MANAGEMENT

MASTER OF BUSINESS ADMINISTRATION, UNIVERSITY OF PHOENIX

BACHELOR OF SCIENCE, INFORMATION TECHNOLOGY, UNIVERSITY OF PHOENIX