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MAJORIS OFFICE

REQUEST FOR APPOINTMENT

DATE: July 20, 2017

AUTHORITY, BOARD OR COMMISSION YOU ARE REQUESTING APPOINTMENT TO: Human Relations Commission

NAME: Vinnie Tyrone Steiner

HOME ADDRESS: 1736 W. Greenleaf Street – Allentown PA 18104

BUSINESS ADDRESS: _____

TELEPHONE NO. (RESIDENCE) 610-618-0884 **BUSINESS** _____

EMAIL: VTSONE@GMAIL.COM

PRESENTLY EMPLOYED BY: Olympus Corporation Of The Americas

3500 Corporate Parkway, Center Valley PA 18034

JOB

TITLE: National Medical Sales Support Specialist for Endotherapy Products

EMPLOYMENT

(Prior): _____

EDUCATION:

HIGH SCHOOL GRADUATE: XXX YES NO

COLLEGE OR UNIVERSITY GRADUATE XXX YES NO

DEGREE/FIELD OF STUDY Real Estate Sales – PA

Allentown Central Catholic H.S. – General Studies - Graduate 1993

Scott White Real Estate Institute – Real Estate Sales - 2006 / Licensed in 2007 (no longer)

CURRENT MEMBERSHIP IN ORGANIZATIONS AND OFFICES:

Member of The LBGTO Community Affair Network (CAN) within my present employer.

Member of The African American Community Affair Network (CAN) - present employer.

Member of The LATINO Community Affair Network (CAN) within my present employer.

PAST ORGANIZATIONAL MEMBERSHIP AND OFFICES

HELD: _____

7/21/17
Date

Vinnie Tyrone Steiner

1736 W Greenleaf St. * Allentown, PA 18104

Phone: 610-618-0884 * Email: vtsone@gmail.com

Objective

Seeking an appointment to the Human Relations Commission within the City of Allentown.

Summary

Experienced professional with 10+ years of experience. I have proven ability to follow things through to the end to produce beneficial and appreciated results. I feel I would be a great candidate for this commission because I am very passionate about helping the residents of our city as well as protecting the city from frivolous claims. I am very active in my local community and in my Church.

Prior Employment

Olympus Corporation of the Americas

July 2016 To Present

Medical Sales Support Specialist – Endotherapy Products

Provide inside support from the corporate headquarters to our Endotherapy sales reps in the field throughout the entire North America division. Prepare quotes, prepare DPL contracts and additional documents for sales managers to present to customer (Hospitals and surgery centers) for sale and lease of medical equipment. Provide backup support to sales field as needed.

Olympus Corporation of The Americas

May 2016 to July 2016

Customer Service Representative

This exciting role was created out of a department restructuring. I've been a great asset to this new team as I am able to share knowledge of Olympus products and procedures with some of the newer reps on this team with a positive attitude towards change each day.

- Dedicated to assisting Olympus medical customers via telephone.
- Enter Sales orders, RMA's, Credits and Re-bills.
- Assist customers with order status, tracking, and general inquires.
- Provide timely, one call resolution to customers without hold or transferring.

Olympus Corporation of The Americas

Dec 2012 to May 2016

Customer and Sales Support Representative –Level 2

- Supported a select group of field sales and service teams for the west coast.
- Fulfilled customers orders and returns (RMAs).
- Responded to sales team inquiries.
- Answered inbound calls from customers and sales reps.
- Responded to email and faxed requests from both customers and sales reps.
- Be a primary contact for Customer Service and Sales Support related issues at Olympus.
- Answered customer questions regarding status of orders, product availability, delivery, etc.
- Communicated with other groups such as contracts, FIS, inventory control, operations and shipping as needed.
- Generated quotes for the sales reps using multiple systems including I-Quote, Salesforce, MySuite, and WQS.
- Researched orders and employed problem solving skills to effectively make decisions while adhering to department, corporate and regulatory policies and procedures.

T-Mobile USA

Feb 2007 to May 2011

Tier 3 Technical Support Representative

- Diagnose and handle customer and network technical issues with T-Mobile's network infrastructure as well as connections to customer's handsets, also help customers with handset issues.
- Work trouble tickets and send to engineering team as necessary.
- Develop and work orders for field technicians and escalate as appropriate.
- Utilized several different computer programs and customer databases at a single time in a demanding work environment while meeting company resolution times and customers.

Hess Express Corporation

Dec 2000 to Dec 2006

General Manager, Convenience Store

- Responsible for overall operation of the convenience store.
- P&L accountable, Responsible for profit and loss and control.
- Managed all expenses including payroll, utilities, shrink, etc.
- Maintained fuel prices according to Hess guidelines and street level pricing strategies.
- Responsible for store cash flow and daily receipts.
- Implement monthly marketing promotions from corporate.
- Hire, Train, supervise and discipline staff of 20 to 25 people.
- Work with and develop vendors and vendor space in the store.
- Work outside and train staff on proper pump and dispenser maintenance and safety.
- Ensure facility is safe and adhere to all Hess safety and environmental guidelines, both inside and outside the facility.
- Promote a friendly, goal oriented, team work environment among all staff members.
- Promote, meet and exceed the company's target goals each quarter.
- Certified Training Manager 2002 – 2006.
- Sent into an underperforming store and Increased store's overall inside sales by 90 percent and took net operating costs from a positive 3,500K to a negative 8,500K within six months.
- Lowest Churn rated store two years in a row.

Education

Central Catholic High School

September 1989 to June 1993

General Studies

Additional Training

Completed and Passed the following self-led online instruction courses in Olympus SkillPort Learning as part of my annual PED and ongoing training.

Strategies for Communicating with Tact and Diplomacy	March 2016
Communicating with Professionalism and Etiquette	March 2016
Interpersonal Communication and Communicating Assertively	September 2015
Excel Workbook Data Course	March 2015

Completed the following company paid required course under direction of former employer to become a CTM (certified Training Manager).

Train the Trainer – Certification Course	January 2002
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Achievements and Awards

T-Mobile's Inner Circle Achievement Award	March 2010
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Received the call center's highest honor award for ranking in the top one percent of the call center based on employee stats and was treated to an all expense paid trip to Las Vegas.

Hess Corporation – Developer Award	January 2005
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Received an award for having the lowest employee turnover rate at my store. This award outlined my ability to develop and retain quality employees as well as promote them on to management and assistant management in other locations, as opposed to churn.

Please forward this request for appointment, along with a resume to:

**Mayor'S Office
City Hall
435 Hamilton Street
Allentown, PA 18101**

