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| Joseph KalkwarfTechnical Sales Manager |

 |  Enthusiastic Technical Sales Manager with over 12 years' expertise in account development/maintenance, new account generation, troubleshooting, and product development. Successful in connecting with prospective customers by phone, email, in person, and through online platforms. Highly experienced in travel and expense account management. Eager to expand horizons within the distilled spirits industry where happiness can come from involvement in the process steps leading to the final product or spending time with the nuances of what makes the final product great. **Work History**

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| **2017-02 - Current** |  | Craft Distilling Sales Manager, North America*Lallemand Biofuels & Distilled Spirits, Duluth, GA** Established and managed annual sales budget based on anticipated market growth of products/areas as well as company objectives
* Established and maintained annual travel expense budget based on anticipated needs to achieve sales budget
* Work with both long standing and greenfield startup distilleries
* Maintained customer relationships through process performance and troubleshooting assistance, product development, and overall satisfaction of service from technical questions to delivery and invoicing
* Identify and manage customer complaints as it relates to the company as well as participating in overall improvement steps to eliminate complaints
* Participate regularly in educational speaking forums at industry conferences and internally managed schools directed to the enrichment of the industry
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| **2012-11 - 2017-02** |  | Distilled Spirits Sales Manager, North American*Lallemand Biofuels & Distilled Spirits, Duluth, GA** Establish and managed annual sales budget based on anticipated market growth as well as targeted new products in key areas along with company objectives
* Establish and managed annual travel expense budget based on anticipated needs to achieve the sales budget
* Manage and maintain relationships with both standalone and multisite corporate entities. Relationships managed through quality and performance troubleshooting to new product development as well as cost savings initiatives of the customer
* Identify customer complaints and concerns as they relate to company and product. While also managing those concerns and assisting in the continual improvement of company
* Participate regularly in education speaking forums at industry conferences and internally managed schools directed to the enrichment of the industry
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| **2007-04 - 2012-11** |  | Technical Sales Manager Fuel Ethannol*Lallemand Biofuels & Distilled Spirits, Duluth, GA** Establish and managed annual sales budget based on anticipated market growth as well as targeted new products in key areas along with company objectives
* Establish and managed annual travel expense budget based on anticipated needs to achieve the sales budget
* Manage and maintain relationships with both standalone and multisite corporate entities. Relationships managed through quality and performance troubleshooting to market forced challenges as well as cost savings initiatives of the customer
* Identify customer complaints and concerns as they relate to company and product. While also managing those concerns and assisting in the continual improvement of company
* Participate regularly in education speaking forums at industry conferences and internally managed schools directed to the enrichment of the industry
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| **2004-03 - 2007-04** |  | Laboratory Technician*US BioEnergy, Central City, NE** Day to day monitoring, analysis, and data recording of entire process for fuel ethanol production
* Duties covered raw material, yeast and fermentation, distillation, final product, effluent and waste streams as well as cooling water and boiling systems chemical analysis
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 **Education**

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| **1997-09 - 1999-05** |  | **Some College (No Degree): Chemistry**Doane College - Crete, NE |

 **Accomplishments**  * Attended and participated in speaking at every edition of The Alcohol School from 2007 to 2019 in Montréal, Canada as well as schools in Toulouse, France and Bangkok, Thailand
* Awarded Distinction in Fundamentals of Distilling Examination through The Institute of Brewing & Distilling (IBD)

 **Affiliations**  * Member of Institute of Brewing & Distilling (IBD) from 2013 to current

 **Interests**  Fermentation and distillation related learningStrive to keep learning, regardless of subject matter |  |  |  **Contact**  Address 310 N Dixon StreetClarks, NE, 68628Phone (402) 314-5928E-mail Jkalkwarf@icloud.com **Skills**  Systems and software programs ExcellentRelationship building and management Very GoodProduct and service sales Very GoodNew account creation GoodDatabase management GoodOral and written communication Very GoodNational accounts GoodSales expertise Very GoodCustomer rapport Very GoodTerritory management GoodRelationship builder Very GoodSocial media expert Very GoodProduct forecasts Very GoodStory development and brand management GoodSocial media engagement GoodCost-effective solutions Very GoodSales assistance Very GoodTelephone communication Very GoodPublic speaking ExcellentClient Relationships Very GoodNetworking skills Very GoodBrand management GoodMarket forecasting GoodCold calling skills GoodCost reviewing Very GoodStaff management GoodData entry Very GoodVendor relations Very Good |  |

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