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| |  | | --- | | Joseph Kalkwarf  Technical 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**       |  |  |  | | --- | --- | --- | | **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 |  |  |  |  | | --- | --- | --- | | **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 |  |  |  |  | | --- | --- | --- | | **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 |  |  |  |  | | --- | --- | --- | | **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 |     **Education**       |  |  |  | | --- | --- | --- | | **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 learning  Strive to keep learning, regardless of subject matter |  |  | **Contact**      Address  310 N Dixon Street  Clarks, NE, 68628  Phone  (402) 314-5928  E-mail  Jkalkwarf@icloud.com    **Skills**      Systems and software programs    Excellent  Relationship building and management    Very Good  Product and service sales    Very Good  New account creation    Good  Database management    Good  Oral and written communication    Very Good  National accounts    Good  Sales expertise    Very Good  Customer rapport    Very Good  Territory management    Good  Relationship builder    Very Good  Social media expert    Very Good  Product forecasts    Very Good  Story development and brand management    Good  Social media engagement    Good  Cost-effective solutions    Very Good  Sales assistance    Very Good  Telephone communication    Very Good  Public speaking    Excellent  Client Relationships    Very Good  Networking skills    Very Good  Brand management    Good  Market forecasting    Good  Cold calling skills    Good  Cost reviewing    Very Good  Staff management    Good  Data entry    Very Good  Vendor relations    Very Good |  |

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