

They Want To Move (back)...

and who can blame them?

Trying to track down a resume you saw in the WorkWhereUPlay newsletter? Now you can access past editions of this newsletter through the NWWIB website. Go to www.nwwib.biz/resources/work-whereuplay.html to view all six of our issues. Feel free to direct any interested parties to access the newsletter online, as an additional tool for addressing workforce needs. You can also get on our mailing list here too!

Despite the myths, it's clear that the right jobs are available for the right people, right here in our region.

Take a look at the profiles listed below and see if the talent you need isn't already knocking at the door. Feel free to forward this newsletter on to anyone else who might be interested, or check us out online at: www.WorkWhereUPlay.com



KEITH DAVIS

CONSTRUCTION/MASONRY

Ashland, Bayfield, Iron, Sawyer, Washburn

- Post-secondary construction trades training
- Currently enrolled in university courses
- Three years lawn care experience
- Experience in pouring and finishing concrete
- Construction experience
- Willing to work for growing businesses and help them succeed

DONALD RUSS

CONSTRUCTION/ QA INSPECTOR

Ashland, Barron, Bayfield, Douglas, Sawyer Washburn

- Over 25 years of experience in the building / construction industry
- Simultaneously responsible for managing 4 single family, 3 mixed use developments and 2 multi-family developments
- Technical training in: Land Development; Mold Remediation Water Intrusion; Cement and Concrete Mixture Calculations; Heating and Air Conditioning Systems; High Efficiency Systems; Humidification Systems
- Supervisory and technical and customer service management experience

GREG ABEGGLEN

SALES / PARTS MANAGER

Taylor

- Graduate of Milwaukee Area Technical College
- 30 years of experience in John Deere sales
- Emergency Medical Technician and volunteer firefighter
- Experienced in parts management, financing, and inventory

STEVEN NICOSKI

MAINTENANCE

Washburn

- Attended Dunwoody College of Technology
- Various work experiences including general maintenance, landscaping, electrical and plumbing repairs
- Sales and stock management experience
- Forklift experience

Keith I Davis

3656 W. Trumbull Rd
Maple City, MI 49664 US

Phone: 231-499-2627

davis1ki@cmich.edu

Objective

With this resume I intend to receive a job and further develop a positive work ethic, while gaining skills, qualifications and knowledge through work experience to better myself as an employee, eventually being able to move into upper management.

Career Development Statement

Through hard work, personal perfection, and exceeding personal goals, I plan to push myself beyond my capabilities. To explore my unknown talents and prove myself and my employer that I am a possible employee, who has come prepared to work and is bringing more than a strong work ethic to the table, but the ability and desire to succeed with the company.

Employment History

Masonry Tender

06/2006 - 11/2007 *Therrien Block Masonry & Excavating* Traverse City, MI

General Duties tending to block masons. Helped pour concrete, set up forms, unload and stack blocks, mix mortar, edge and finish concrete.

Owner

04/2003-04/2006 Grass Masters Maple City, MI

General lawn care work ranging from mowing lawns, Cutting trees, leaf blowing, hauling of leafs and trees, And completing all office work from sending and Receiving bills to keeping records.

Education History

<i>Completion Date</i>	<i>Issuing Institution</i>	<i>Degree Received</i>	<i>Course of Study</i>
06/2007	Glen Lake Community High School 3375 W. Burdickville Rd, Maple City, MI 49664	High School Diploma	General Studies
05/2007	TBA Career-Tech Center 880 Parsons Rd Traverse City, MI 49686	Certificate of Completion	Construction Trades
05/2008	Central Michigan University Mt. Pleasant, MI 48859	One year Completed	General/Bus. Studies

Honors

TBA Career-Tech Center Principal's Honor Roll
Certificate of Completion Edge Workplace Safety Awareness Program
Honor Roll throughout High school.

Additional Information

I was self-employed owning a lawn care business from that age of 13 to 17, until acquiring a job at Therrien Block Masonry & Excavating. I have the drive and want to grow with the company and the willingness to make sacrifices in order to grow with the company. My 12th grade year of high school I made the choice to attend TBA Career-Tech Center, a career development center for Construction Trades. Through going there I have taken many actions towards the development of my career, my employability skills, and work ethic. Through hard work at the TBA Career-Tech Center I have earned congratulations for having a strong work ethic and perfect attendance. This has shown that I am the type of worker who will always be there on time and come prepared to work. These awards are proof of my personal expectations for my career and career goals.

References

Craig Therrien, **Masonry**

Therrien Block Masonry & Excavating, 19880 Cedar Run Rd

Traverse City, MI 49684

231-357-9341

Business reference known for 5 year(s).

Matt Therrien

6075 Crossfire Tr.

Lake Ann, MI 49650

231-357-9735

Personal reference known for 4 year(s)

Ellsworth Faulman

9090 S. Dunns Farm Rd.

Maple City, MI 49664

231-334-4646

Personal Reference known for 5 year(s)

Jim Kaiser

3189 W. Trumbull Rd

Maple City, MI 49664

231-334-4869

Personal Reference known for 19 year(s).

Gerald Gorrell

3596 W. Trumbull Rd.

Maple City, MI 49664

231-334-3793

Personal Reference known for 7 year(s)

Gary Hilts

4312 Ridgemoor Dr.

Traverse City, MI 49684

231-499-9050

Personal reference known for 19 year(s)

DONALD W. RUSS

**2321 Buckthorn Dr.
Algonquin, IL 60102
847-276-0564**

E-Mail – donwruss@yahoo.com

Highly motivated customer service oriented construction manager with over 20 years of technical field experience with strong leadership, troubleshooting skills and a proven work ethic.

EMPLOYMENT HISTORY

04/07 – Present Production Manager/Quality Assurance Inspector, Providence Real Estate Development, L.L.C. Merrillville, IN

Responsible for Community Development:

- Production, Customer Care/Warranty
- Quality Control, Trade Accountability
- Development of warranty process and procedures, including implementation

09/03 – August 2006 Director of Customer Relations Neumann Homes, Inc., Warrenville, IL

Management & Supervision

- Received the 2004 Leadership Award and 2003-2005 Trade Partnering Award.
- Managed and supervised the development of technical and customer service skills for 15 direct reports,
- Strategize with leadership in land development, sales, and production to achieve and exceed customer service expectations through each phase of construction.
- Simultaneously responsible for managing 4 single family developments, 3 mixed use developments and 2 multi-family developments.
- Managed and supervised community and model home appearance (“like new everyday”).

Quality Assurance

- Raised NRS Homebuyer Satisfaction survey score for Customer Care Warranty Service from the 60th percentile to the 90th percentile.
- Achieved a NRS Home Readiness score increase of over 40%, raising certain divisional ratings to the 90th percentile through a stringently controlled certification program.
- Customer Care Team – How to emphasize in a positive manner the customer’s decision to purchase upgrade options such as builder, lot, lighting, flooring, etc.
- Achieved and maintained the overall lowest nationwide warranty service cost per home.

Training

- Trained out of state customer care directors/managers to implement best practice mechanisms to achieve positive measured results as reported by NRS.
- Trained all production and customer care team members in a “Customers for Life” program.
- Trained and supervised customer care and production team members on “raising the bar” in home quality.
- Assisted in training exercise with sales team in setting the right expectation with our customers.

Government Liaison

- Built relationships and worked with municipalities to achieve year over year growth target.
- HOA Board of Director for all communities prior to homeowner board election.
- Worked with village municipality management in community close out and turnover.
 - Plan and direct bi-annual community seminars for all associations.
 - Assisted the legal department with review of all annual filings.
 - Administered covenants, conditions and restrictions to assess risk and enforce rules and regulations.
 - Coordinated management of HOA Trade Partners and Property Management Company to expect and accept the highest quality workmanship.

1/02 – 08/03 Division Warranty Manager Centex Homes Schaumburg, IL

- Responsible for out of warranty issues from investigation of initial deficiency and its origin through final resolution, increasing overall customer satisfaction ratings as measured by J.D. Power and Associates.
- Responsible for quality control.
- Supervised 15 warranty managers which included technical and customer service skills development.
- Attended all HOA meetings to address customer satisfaction issues.
- Established and maintained relations with all trade partners.
- Received 2002 Trade Partnering Award.

07/01 -01/02 Warranty Manager Centex Homes Schaumburg, IL

- Responsible for all warranty work in three subdivisions.
- Managed all incoming warranty requests.
- Supervised staff and trade partners with scheduling and repair process.
- Met with homeowners to review, schedule and inspect warranty work.
- Handled on-site training to maintain efficient employee performance.

Greg Abegglen

650 Williams Ct

Medford WI 54451

Phone: (715) 748-6993

Email: gabegglen@tds.net

OBJECTIVE: Sales, Purchasing.

QUALIFICATIONS

I have 30 years experience in John Deere sales, parts and service.

EDUCATION

1978 Medford Senior High

1979 Milwaukee Area Tech. With a Degree in Electrical Wiring

EMPLOYMENT

2006- Nortrax (John Deere Co) as Certified Service Advisor
I started out in Skid Steer, Mini Excavator and attachment sales. After a short time I was promoted as the Wasuau Parts Store Manager, duties were a wide range, from the daily operations of the store, reviewing daily bills, waiting on customers for parts and service needs, inventory control, stock ordering, daily orders, show room displays also supervised another parts person. For the past year I have been the Customer Service Advisor, cold calling on customers for parts, service, and attachment needs, along with the estimating of repairs, etc.

1992- EMT Emergency Medical Tech. At Memorial Health Center
All the duties of an EMT ranging from treating the sick and injured to transporting them to the hospital. Teaching CPR and First Aid classes. Wisconsin Lisc. EMT and CPR First Aid Instructor.

1990- Fire Fighter, Stetsonville Volunteer Fire Dept.
All the duties as a fire fighter and I do all of the building inspections for that area.

1978-2006 Sales, The Farmacy Medford WI (John Deere Dealer)
I started out in the parts department working at the parts counter. In 1985 I moved into the sales department selling John Deere along with many other brands of Ag equipment, Lawn & Garden, and Skid Loaders, Duties ranged from making cold calls to customers, specking out equipment, pricing, trade values, ordering, writing finance contracts, pre-delivery, and delivering the equipment to the customer. In early 2006 Reisterer & Schnell Co purchased The Farmacy. When the sale of the business was announced John Deere Co contacted me offering me a job at one of the Nortrax Stores at that time I did make the change.

References

Don Krakenberger
886 N Shattuck
Medford WI 54451
(715) 748-4980 Home
(715) 678-2224 Work

Dave Makovec
337 Vincent St
Medford WI 54451
(715) 748-3948

Mitch Melander
N1878 Hwy 13
Medford WI 54451
(715) 678-2224

STEVEN NICOSKI
19545 Dakota Avenue
Prior Lake MN 55372
(952) 440-3007

EXPERIENCE:

October 2007
May 2008

HOM Furniture

Lakeville MN

- * Physical
- * Store Maintenance
- * Warehouse

January 2001
October 2007

* Stay Home Dad

October 1991
January 2001

Maintenance

Lakeville MN

- * Maintenance
- * Carpentry, Home Improvement, Electrical Repair
- * Plumbing, Yard work, Painting, Tree Trimming

October 1993
To June 1997

NORTHERN TOOL

Burnsville, MN

- * Shipping, Receiving
- * Inventory
- * Forklift, loading and unloading trucks

November 1988
To August 1993

WEST HARRIET CAR CARE

Minneapolis, MN

- * Auto Technician
- * Computer Diagnostics
- * Mechanical Repairs

June 1988
To November 1988

APCO

- * Auto Technician

Richfield, MN

September 1987

HOLIDAY PLUS

Bloomington, MN

To March 1988

- * Sales and Stock
- * Received Stock from Loading Docks
- * Customer Service

PERSONAL SKILLS: Customer relations, receiving stock, stocking merchandise, detail oriented, and efficient worker, mechanically inclined, and troubleshooting mechanical and electrical parts. Good attendance record.

OTHER SKILLS: Home improvement, personal computer skills and maintenance.

EDUCATION: **WASHBURN HIGH SCHOOL** 1986
 DUNWOODY INSTITUTE 1986 to 1988