

Douglas A. Giguere

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Objective

A Management or Sales position in which experience, education, creative talents, and a commitment to excellence will have valuable application.

Qualifications

- **Dynamic Motivated Professional** with extensive experience in restaurant management and insurance sales.
- **Expertise** in customer service, business operations, inventory control, and staff training/supervision.
- **Highly skilled** in quality assurance, employee relations, strategic planning, budgeting, and financial management.
- **Proven ability** to effectively handle multi-task levels of responsibility.
- **Foster** a team work environment to achieve organizational objectives.
- **Exceptional communication**, interpersonal, intuitive, customer service, organizational, and leadership skills.
- **Thrive** in both independent and collaborative work environments.
- Quick study with the ability to easily grasp new ideas, concepts, methods, and technologies.
- **Comfortable** using a variety of computer programs and applications.
- **Energetic** and self-motivated team player/builder.
- **Willing** to relocate.

Education/Training

University of Nebraska – Omaha

Major: Business

Minor: Political Science

University of Nebraska – Lincoln

Major: Business

Minor: Political Science

Employment History

American Republic Insurance – Omaha, NE

Senior Account Specialist/Telesales–06/04-Present

Medicare supplement sales to senior citizens via telephone using marketing strategies and special sales techniques. Awarded top sales agent several times in a ten month period.

Pyramid Life Insurance – Omaha, NE

Insurance sales/Independent General Agent – 12/01-1/03

Worked as an Independent Insurance agent selling individual/group health plans and retirement planning. Prospected and followed up on all sales leads generated by phone or door-to-door contacts.

Aurstaff/Election Systems & Software – Omaha, NE

Production Assistant – 03/03-06/04

Currently working in Warehouse coordinating and assisting in all shipping and receiving activities. We maintain records using Microsoft Word and Excel spreadsheet applications.

Village Inn Restaurant – Omaha, NE

Associate General Manager – 07/98-12/01

Oversee daily front and back operations for a very successful franchise establishment. Manage budgeting, cash flow, payroll, bookkeeping and financial reporting. Implement food cost control measures, analyze business trends to determine food/staffing needs, order supplies and maintain adequate inventory. Hire, train, supervise, and motivate 75+ employees; maintain excellent employee relations. Ensure that all sanitation, quality control, and customer service policies/procedures are strictly adhered to. Greet/interact with guests, and assist in whatever capacity is necessary to expedite service to the customers and ensure their complete satisfaction. Achieved consistent monthly sales growth since 1998 to rank in the top ten of the 350 restaurant franchises nationwide.

Move Solutions Inc. – Austin, TX

Office Manager/Sales Coordinator – 5/97-6/98

Promoted from position as mover to office manager of one of the largest corporate movers in the state. Serviced many Fortune 500 companies including IBM, Motorola, AT&T, and Texas Instruments. Answered sales calls, coordinated details of the move, addressed customer concerns, and assigned work crews from a staff of 35.

Giguere Insurance Services – Austin, TX

Owner/Operator – 11/91-4/97

Worked as an independent insurance agent selling individual/group health plans and advising on various aspects of retirement planning. Prospected and followed up on all sales leads generated by phone or door-to-door contacts. Received numerous sales achievement awards.