

# Robert J. Sand, Jr.

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## Professional Management Position

*Providing Management Skills To Enhance A Leading, Mission-Driven Organization Toward Their Future Vision*

Qualified manager with 18+ years experience leading and supervising employees. Career accomplishments include the development and implementation of goals to increase growth, profitability, and cement the reputation of my company in the eyes of the community, promoting customer loyalty and retention, by recommending changes and/or additions to current policy guidelines. Recognizing and remedying gaps in current processes to promote success for the company. Routinely review and implement training, provide leadership by example, and share knowledge gained in the workforce to younger, less-experienced employees. Abet organization's core commitments and guide employees to do the same.

### Core Competencies:

Supervision & Support | Execute Improvement Criterion | Strategic Planning & Project Management | Quality Assurance  
Respectful | Growth Strategy Development | Inspire Teamwork & Collaboration | Policy Adherence & Problem Solving  
Focused, Self-Motivated & Follows Instruction | Data Analysis & Reporting | Minor Accounting | Sales & Installation  
Oversee & Inspect Shop-Related Resources | Computer Upkeep & Troubleshooting | Marketing, Advertising & Research  
Track & Implement Warranties | Client Loyalty & Retention | Appointment Scheduling | Track & Provide Training

## Key Contributions

**Highly adept at recognizing need, championing for, creating, and implementing innovative solutions that elevate the company to the next level.**

**Demonstrated ability to effectively identify the right solution, at the right time, and recommend the best action to promote growth and customer satisfaction.**

**Offers strong leadership and coaching skills to help build strong, self-sufficient, performance-driven teams.**

**Routinely conducts research and analysis to suggest and implement innovative changes aimed at maximizing production, income, and client retention.**

**Consistently displays strong leadership skills to promote cohesive teamwork and a positive, dynamic, and generative workplace atmosphere.**

## Professional Experience

SAND CASTLE VENTURES, LLC, FL

| 2012 to Present

### **Owner – Online Retail Sales**

Operate E-Commerce business by listing and selling a variety of products over multiple websites and maintaining Top-Rated status.

- Create and maintain spreadsheets to control inventory, track financial and tax information, and ascertain payments due to clients.
- Locate new products, determining profitability through detailed research. Locate used treasures by reaching out to clients that want to resell them or attending estate sales and procuring items for an exceptional price.
- Responsible for preparing and researching each product, taking quality pictures to display in the listings, and packaging it for shipping.
- Extremely well versed in marketing protocol involved in multiple social networking platforms through current and ongoing online training courses and the age-old trial and error educator.

WSP INSPECTION SERVICES/FEMA, Winchester, VA | 2017 to Present–7 Year Government Contract

### **Home Inspector, Contractor**

Perform home inspections in relation to all declared national disasters by our President. Procure detailed, pertinent information outlining the suffered loss and submit data for FEMA's review and verdict regarding compensation.

- Each night I set appointments for the following day by contacting clients from a FEMA-provided list of accounts.
- A comprehensive home inspection is completed at the designated time by completing appropriate forms, interviewing the client, and capturing photographic proof.
- Responsible for tracking time, miles, and all necessary expenses related to the completion of the task.
- Digitally submitting reimbursement forms for hotel and rental car expenditures, along with daily expenses.
- Accountable for completing continuous update training to keep current on any changed procedures/expectations.

MIDAS, Brandon, FL

| 2018 to 2018

### **Store Manager**

Collaborated with a co-manager to perform daily operations. Revamped, implemented, and managed inventory control. Sales increased dramatically early in my employment until the number of customers unexpectedly declined. After a few

## Professional Experience (cont.)

failed attempts to increase workflow, the owner decided he was over zealous when he anticipated the need for, and the ability to sustain, two store managers. Unfortunately, due to my limited seniority, I was dismissed.

LOVE JUGS/X-TREME BIKES, NC | 2015 to 2018

### Site Operations Manager

Traveled to major motorcycle rallies to sell and install cooling fans, along with other Harley-Davidson related products.

- Interacted with dealerships to encourage them to resell our innovative cooling fans on motorcycles. Provided guidance and expertise to those who decided to do so.
- Maintained and managed inventory while on the road. Routinely coordinated set up and tear down of two sites.
- Interacted with potential customers to answer questions or concerns. Erased doubts in order to close the deal.

HARLEY-DAVIDSON OF LAKELAND, Lakeland, FL | 2001 to 2014

### Service & Parts Director

Conquered several managerial positions over the years with this company and their satellite store. My experience and education helped me become Assistant Manager and then Service Manager in both Service and Parts Departments. Along the way, I mastered warranties and attained both Network Administrator and Warranty Manager titles.

- Maintained profitable Service/Parts Departments, with a spotlight on efficiency, productivity, and training.
- Stringent quality control, intensified by my lifelong love for and dedication to the industry, enabled me to bolster efforts and earn countless awards from Harley-Davidson Motor Company--including the prestigious Gold Bar and Shield Award multiple times--by reducing comebacks and promoting customer satisfaction.

### PREVIOUS WORK HISTORY:

**Harley-Davidson of St. Petersburg, FL (1999-2001); Harley-Davidson of Tampa, FL (1993-1999); CPO Harley-Davidson, Stuttgart, Germany (1991-1992); Monster Motors, Meckeshiem, Germany (1990-1991) United States Air Force – Munitions System Technician (1987-1993)**

## Education, Certification & Training

Home Inspector Training: FEMA, 2017, 2018

Identifix Software: 2018

Warranty 101: H-D Motor Company, 2004

Security Manager: H-D Motor Company, 2004

Service Excellence: H-D Motor Company, 2003

Talon ES training: H-D Motor Company, 2005

V-Rod Sales Training: H-D Motor Company, 2001

Dynamometer Training: H-D of Lakeland, 2001

Mitchell Automotive Software: 1997-2001

A+ Certification: USF test out, 1999

Reynolds & Reynolds Software: 1996-1999

Power Train School: H-D Motor Company, 1997

Fuel Injection Systems: H-D Motor Company, 1994

Harley-Davidson PHD training: 1991 to 2014

Corrosion Control Course: United States Air Force, 1988

Munitions System Specialist: United States Air Force, 1987

PHD Program: Current 2014

PACE Program: Current 2014

Service Sales Program: Gold 2014

P&A Sales Program: Gold 2014

R.O. Writer Software: 2018

Internet Marketing: Lurn Nation, 2016–Present

DOT Training: Harley-Davidson, 2002, 2003, 2004, 2007, 2009

Warranty Management: H-D Motor Company, 2004, 2014

H-D Cosmetic Guidelines: H-D Motor Company, 2004, 2008

Service Manager Training: H-D Motor Company, 2003, 2010, 2014

Talon/Talon2 Dealer Dashboard: H-D Motor Company, 2002

Dynamometer Training: H-D of St. Petersburg, 1999 & 2001

Dynamometer Training: H-D of Tampa, 1997, 1998

MCSE Windows 2000 Certification: USF test out, 1999

Effective Personal Productivity: American Leadership, 1998

Service Writer School: H-D Motor Company, 1998, 2010

Motorcycle Technician: Motorcycle Mechanics Institute, 1993

NCO Preparatory School: United States Air Force, 1991

Munitions System Technician: United States Air Force, 1988

Associates of Applied Science: Pikes Peak Comm College, 1986

Automotive Technician: Pikes Peak Comm College, 1984-1986

PRO Sell Program: Current 2014

Motorcycle Sales Program: Gold 2014

Clothing & Collectible Program: Gold 2014

## Achievements & Awards

Store of the Month: Brandon Midas, February 2018, March 2018

Gold Bar & Shield–Circle of Excellence: H-D of Lakeland, 2004, 2005, 2006

Service Excellence: H-D of Lakeland, 2003, 2004, 2005, 2007

Air Force Commendation Medal

Employee of the Month: H-D of Tampa, 1997, 1998

Service Technician Recognition: 2000 - 2014 Skills Test

Employee of the Month: H-D of Lakeland, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2013

## Computer Skills

Build & maintain personal computers;

Install & maintain network systems;

Virus eradication; Troubleshooting/Repair;

Well versed in Microsoft, Linux, & Apple;

Microsoft Windows 3.1 through 10;

Familiar with and able to maintain:

Cycom, Talon1, Talon2, Talon ES, CC2, CC3, Reynolds & Reynolds, & ROWriter