

# Philip Dutra

## **Marine service writer/manager, Customer service, Parts/Inventory control**

Osterville, MA 02655

pdutra51@msn.com - 508-648-0868

Meet with service customers regarding work and vessels. Write service orders. Track and schedule all work in the yard through department supervisors. Review, edit and print proforma invoices. Maintain customer databases. Coordinate subcontractors for contract work. Former Sales Professional with exposure to business to business development, marketing, planning, client relationship management and customer service. Hunter mentality to expand customer base, improve customer retention levels. Previous experience with purchasing, parts and inventory control. Merchandising and planograms. Retail sales

Authorized to work in the US for any employer

### **WORK EXPERIENCE**

#### **Service writer/ Service Manager**

Osterville, MA

Service writer, advisor. Service Manager April 2018

#### **Outside Industrial Sales**

Shuster Corp-Motion Ind - New Bedford, MA - February 2004 to March 2010

Industrial Supplies, Power transmission products, hydraulic conveyance, MRO products

#### **PARTS DEPT./ PURCHASING**

Oyster Harbor Marine; Cape Cod Truck - Cape Cod, MA

Previous experience with marine and automotive parts and service . Inventory control , counter sales, purchasing

### **EDUCATION**

#### **Associates in Architectural Engineering**

Franklin Institute of Boston - Boston, MA

1972

#### **Certificate**

Institute of Supply Management Boston - Boston, MA

#### **Certificate in Business Management**

Cape Cod Community College

### **ADDITIONAL INFORMATION**

Skills include ; uncovering customer needs and recommending products and services, build relationships, accurately complete data research and reports and demonstrate computer proficiency.

Although my enclosed resume is practical in nature, it cannot convey the full level of my eagerness to undertake new challenges. I am available for a personal interview at your convenience. I know you have many applications to review, so I thank you for your time.

Philip J. Dutra

Email; pdutra51@msn.com