

Zachary Rice
3608 Bayberry Drive
Waukesha, WI 53189
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January 7, 2021

Mayor Shawn N. Reilly
201 Delafield Street
Waukesha, WI 53188

Dear Mayor Shawn N. Reilly:

I am applying for the vacant District 12 seat. My military background, along with my professional experience, makes me an excellent candidate to serve the people of my district.

My current position places me in direct contact with customers and vendors, where listening and sound decision making are constant necessities for success. As a United States Marine Corps veteran, I believe in the values of honor, courage and commitment. I understand and respect the duties and responsibilities of an Alderman, and I know my experience will allow me to be a dutiful representative for the people in my district.

I welcome the opportunity to speak with you personally about how I can best serve my community as an Alderman at this time. Please contact me at 414-795-2524. I look forward to meeting with you and the Common Council.

Sincerely,

Zachary Rice

ZACHARY T. RICE

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Dedicated and professional veteran looking to continue serving the community with respect and integrity.

EXPERIENCE

AUGUST 2016 – PRESENT

OFFICE MANAGER, SALENTINE PUMP & EQUIPMENT, INC.

- Oversee full operational processes for Sales, Inventory Management and Shipping & Receiving departments.
- Established new IT operational protocols due to COVID-19 pandemic, allowing for our office employees to work from home.
- Implemented new operational systems across all departments, increasing overall sales numbers by \$1 million over my first two years.
- Analyze sales data to determine customer purchasing habits, resulting in lower overhead costs and better vendor discounts.
- Coordinate logistics to ensure on time deliveries of pumps and parts, reducing lead time for all fabricated and custom engineered skids built in-house.
- Maintain a high rate of customer satisfaction throughout the entire sales process, ensuring proper delivery and billing procedures are followed according to customer's needs.
- Provide customer service support and resolve any dispute that arises throughout the sales process.
- Negotiate LTL carrier rates, reducing shipping costs & generating faster order deliveries.

APRIL 2013 – SEPTEMBER 2015

OFFICE MANAGER / LEAD FF&E INSTALLATION MANAGER, IHA, INC.

- Supervised warehouse crews during installation of furniture, fixtures & equipment (FF&E) in senior living facilities across the country with a high rate of accuracy and customer satisfaction.
- Managed installation projects from initial setup plans through final walkthroughs, ensuring high customer satisfaction.
- Developed new installation procedures for art installers, reducing installation time by 40%.
- Trained new team members in art installation procedures and worked to build a teamwork focused company culture.

MAY 2007 – JANUARY 2011

ITS MANAGEMENT, UNITED STATES MARINE CORPS

- Responsible for preparing the company for the Field Supply and Maintenance Analysis Office Program, achieving an overall company readiness score of 97%, in addition to achieving a perfect score in creating the company's technical manual library.
- Briefed company and battalion commanders on the overall readiness of the company in preparation for the 2009 Afghanistan deployment.
- As Shop Manager, increased unit readiness from under 50% to 95% in two months' time.

- Awarded multiple times for my work ethic and performance while serving in multiple roles and duties.

EDUCATION

MARCH 2017 - PRESENT

BUSINESS MANAGEMENT, WISCONSIN LUTHERAN COLLEGE

SEPTEMBER 2007 – JUNE 2008

ELECTRONICS MAINTENANCE COURSE, USMC

SKILLS

- Maximizer
- Futuristic
- Creative thinker
- Team leader
- Analytical
- Deliberative
- Decisive & direct
- Risk management