

Jacob Lauben

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EDUCATION

Tunxis Community College, Farmington, CT 2020 - 2021

- Relevant Coursework: Business administration

New England College, Henniker, NH 2017 - 2018

- Relevant Coursework: Business Communications, Accounting, Business Finance, Micro and Macroeconomics, Microsoft Excel

Marietta College, Marietta, OH 2015 - 2017

- Relevant Coursework: Public Speaking, Statistics, Foundations of Leadership
- Activities: Crew Team

EXPERIENCE

Sales Associate, HFO Trident Machine Tools, Windsor, CT September 2024-March 2025

- Supported capital equipment sales by delivering technical solutions and product recommendations, enhancing customer productivity and satisfaction.
- Served as a subject matter expert on tooling, work holding, and machine tool accessories, helping customers optimize manufacturing efficiency and ROI.
- Built strong customer relationships throughout the sales cycle, from pre-sale consultation to post-installation support, driving long-term loyalty and repeat business.
- Partnered with engineering, service, contract administration, and vendor teams to ensure seamless integration of machine tools and ongoing customer support.
- Generated quotes, processed purchase orders, and handled the procurement of tooling and accessories to meet customer and project needs.
- Utilized Salesforce integrated with the company's ERP system to manage customer data, track sales activity, and maintain accurate order records.
- Managed customer accounts across the Northeast, Southeast, and Midwest regions, providing responsive service and personalized technical support.
- Tracked and supported customer projects to meet deadlines and budgets, while identifying future technology opportunities.
- Maintained up-to-date knowledge of CNC machinery, tooling trends, and evolving industry technologies to offer cutting-edge solutions to customers.
- Traveled across a regional territory to provide on-site support, strengthen customer relationships, and drive sales.

Amazon Deliver Service Driver, South Windsor, CT December 2023-September 2024

- Safe driving and control over the vehicle
- Navigate different routes in a safe and efficient manner
- Strong customer service

Produce Sales Manager, Big Y Foods, Inc., Westfield, MA 2022-September 2023

- Ensure quality and freshness of all produce items
- Responsible for staff training, assignments, and scheduling
- Ordering and managing store inventory and supplies
- Calculate weekly sales percentages, merchandising, and ensuring the department is clean, safe, and appealing to customers
- Provide excellent customer service, and strive to meet consumer needs
- Maintains integrity of company documents and core values
- Delegate responsibilities to other team members in a professional manner, track progress, and provide feedback

Produce Specialist., Big Y Foods, Inc., Simsbury, CT 2020 – 2022

- Provided excellent customer service
- Organized store inventory
- Prepared a variety of ready-to-eat items
- Maintained food safety and sanitation standards • Operated equipment properly
- Rising Star Employee of the Month: 01/2020

Expeditor, Hop Meadow Country Club, Simsbury, CT 2019 - 2020

- Managed kitchen staff in a fast-paced environment
- Ensured orders left the kitchen prepared correctly and quickly
- Maintained high level of food quality and presentation

Ski Instructor, Pat's Peak, Henniker, NH 2017 - 2018

- Provided certified ski lessons, with varying ability levels
- Led groups of up to 15 children to young adults on the mountain

Data Entry Specialist, Marietta College Admissions Office, Marietta, OH 2015 - 2017

- Built profiles for incoming students in the college database
- Organized and input student SAT & ACT scores
- Updated and reviewed student insurance plans
- Provided student tech support with financial aid • Managed sensitive and confidential data

CERTIFICATIONS

Export Compliance Training September 2024

Certified Associate of Project Management

Google | July 2023

SKILLS & METHODOLOGIES

- Strategic planning and prioritizing tasks
- Proficient with Microsoft Word, PowerPoint and Excel
- Managing customer expectations and fostering a positive experience
- Leadership engagement and team building
- Strong interpersonal skills
- Conflict resolution/problem solving
- Excellent written and verbal communication skills
- Strong ability to accommodate change
- Highly organized with strict adherence to deadlines
- Procurement support and purchase order management
- Vendor coordination and expediting shipments
- Inventory tracking and material shortage reporting
- Requisition processing and purchase order creation
- Experience working with ERP systems
- Utilizing Python scripting to automate routine tasks, streamline data analysis, and enhance efficiency in daily operations
- Cross-departmental communication
- Troubleshooting receiving and invoicing discrepancies
- Attention to accuracy in pricing, quantity, and delivery timelines
- Reporting and data analysis for procurement decisions
- Basic contract/vendor compliance knowledge
- Continuous improvement mindset for supply chain processes
- Eagerness to learn and grow within an organization