

Résumé of Luke Althaus

DOB: 04/10/1985

Current as at 28/07/2020

SALES MANAGER AT BSP AUSTRALIA PTY LTD

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SUMMARY



Thank you for taking the time to read this résumé, along with my accompanying cover letter. I would like to invite you to contact me by any of the means above if you have any questions. You can find further information in my online portfolio at luke.althaus.co.

Recently, I have proven myself as the sales manager at BSP Australia (Building Safety Products) after a long, established and distinguished career within the storage equipment and supply chain industry. As Design & Engineering Manager at Elbowroom, I have designed and estimated projects larger than A\$3.3M including pallet racking, raised storage areas, mobile shelving, conveyors and automated storage and retrieval systems. Simultaneously, as the General Manager of Correct Installs Pty Ltd I managed the growth of a new company across QLD & NSW, while strengthening and building new relationships.

While the industry in which I have been working for the past fifteen years is a niche one, it has brought out my best analytical and leadership skills and has driven me to learn and expand my knowledge into broad areas. I am seeking to expand my abilities and the scope of my knowledge in the fields of project management, engineering, design & manufacturing and supply chain logistics, while contributing to the gains and successes of an equally enthusiastic company, along with a team of people who are willing to learn, while sharing their own knowledge and skills.

EXPERIENCE

SALES MANAGER AT BSP (BUILDING SAFETY PRODUCTS) AUSTRALIA

DECEMBER 2019 – PRESENT (1 YEAR)

As the Sales Manager I am responsible for the overarching growth of sales of the business in general. Working within a small team, this sales management role includes business development management, cold calling (over-the-phone and walk-up on established construction sites), responding to all inbound enquiries (phone and website), as well as design and estimating of products and projects. The BDM elements of the role include researching and placing EOI's on projects in planning, under tender and under construction through PD Online resources, BCI, EstimateOne, ProCore, and various other tendering and research platforms.

KEY SKILLS

- Researching, qualifying and chasing down new leads and business opportunities
- Establishing and maintaining quality business relationships, referral network and customer rapport
- Streamlining the efficiency of quoting mechanisms and estimating processes
- Management of estimator and sales support
- Modernising and simplifying sales-to-construction documentation and ordering processes

NOTABLE ACHIEVEMENTS

- Established new sales opportunities within the commercial & industrial construction landscape (previously, the company's focus had been on residential construction), including FKG's Fisher and Paykel DC project at Port of Brisbane
- Designed and developed (through to fabrication and installation) a custom modular bicycle storage cage product for Hutchinson Builders' The Star DGC project
- Introduced and implemented 3D design (in Autodesk Inventor) of custom bollards, pipe guards (sheet metal guards and welded tubular guards), bike racks and other design innovations

DESIGN & ENGINEERING MANAGER AT ELBOWROOM (AUST) PTY LTD

JANUARY 2006 – DECEMBER 2019 (14 YEARS)

ELBOWROOM.COM.AU

As the Design & Engineering Manager, I was responsible for the provision of expert project design, estimating and associated data services to support Company sales and project installations, ensuring successful customer outcomes, to contribute to sustained and profitable Company growth. In this role, I have had the support of up to three team members in this business unit.

KEY SKILLS

- Development, maintenance and upkeep of libraries of parts, assemblies and project drawings;
- Assess and understand customers' requirements, in order to design systems to economically improve their workflows;
- Design, estimating and writing of tender responses to all levels government, and to large private companies (construction, FMCG, 3PL, etc.);
- Demonstrate a high standard of design and technical drawing ability in a manufacturing or construction environment;
- Maintain proficiency in computer applications, including Word, Excel, AutoCAD and Inventor at an advanced level; and
- High-level analytical and estimating skills, understanding of construction processes, load specifications, labour and logistical requirements.

NOTABLE ACHIEVEMENTS

- Developed and built countless design and management tools including:
 - Dynamic blocks, content libraries and templates (AutoCAD) and table-driven iParts, iAssemblies (Autodesk Inventor);
 - Estimating and design calculators (MS Excel), including load rating calculators and costing calculators; and
 - Project management registers, Gantt charts (MS Project), flow charts and process documents.
- Designed new products from concept stage right through to procurement and supply; and
- Designed and estimated projects up to \$3.3M, plus ongoing expansion projects (one customer alone accounted for \$5.3M business over 5 years).

GENERAL MANAGER AT CORRECT INSTALLS PTY LTD

MARCH 2015 – DECEMBER 2019 (5 YEARS)

CORRECTINSTALLS.COM.AU

As the General Manager of Correct Installs since its foundation in 2015, I have been responsible for successfully establishing an assembly & construction company capable of running major pallet racking installation projects; service, repairs and maintenance to existing systems; mezzanine floor installations and commercial and industrial storage systems installations.

In the role of General Manager I was accountable for the success of the construction business unit at all commercial and operational levels – business development, sales to new and existing clients, human resource management, equipment management, HS&E management, scheduling and co-ordination of projects, accounts (invoicing, procurement, financial reporting), and tracking project outcomes.

KEY SKILLS

- Management, recruitment and co-ordination of field and office team members;
- Ensuring profitable outcomes of projects through improving business processes and efficiencies;
- Project Management (myself), alongside leadership of 4 project managers; and
- Process improvement in the field: observing tasks and identifying risk and/or waste, consultation with teams and improving workflows and safety.

NOTABLE ACHIEVEMENTS

- I grew a new construction business from 10,330 hours in its first full financial year (2015/16) to 28,780 hours in 2016/17 and 34,290 hours in 2017/18 (at \$2.3M turnover);
- Consistently reduced the LTIFR and TRIFR year-on-year; and
- Achieved a net profit from the second year of operation.

RACK SAFETY INSPECTIONS MANAGER AT ELBOWROOM (AUST) PTY LTD

JULY 2009 – DECEMBER 2019 (10 YEARS)

[INSPECTARACK.COM](https://inspectarack.com)

As the Rack Safety Inspection Manager, I was responsible for overseeing and consulting to customers in the inspection of their pallet racking and recommending appropriate corrective action to ensure successful customer outcomes. In this role, I have led a successful team of rack inspectors to help achieve growth of the business unit and ongoing customer satisfaction and retention.

KEY SKILLS

- Development and delivery of training packages to new team members, contractors and customers;
- On-site inspection and auditing of pallet racking systems including:
 - Delivery of a concise, well-finished and professional final report to customer; and
 - Brand development, marketing and hunting for new business, whilst ensuring high customer retention and satisfaction.

NOTABLE ACHIEVEMENTS

- I had the opportunity to build a new brand – ***Inspect-a-RACK*** – and enjoyed many successes in doing so;
- Successfully tendered for and fulfilled a contract with Woolworths Limited for the annual inspection and auditing of all of their distribution centres nationally, over three years; and
- Designed, oversaw development and implemented a world-first speech recognition program to enhance the safety of inspectors, increase the accuracy of the data taken and improve the efficiency of data input and reporting.

MAJOR PROJECT MANAGER AT AUS-RACK INSTALLATIONS PTY LTD

VARIOUS TEMPORARY FULL-TIME POSITIONS, AS REQUIRED FROM 2013 – 2015 (2 YEARS)

I was appointed as Project Manager for various major projects from 2013 to 2015, wherever required in order to ensure successful and profitable outcomes for the project. I was responsible for overseeing all activities of the construction project, including setting goals and milestones, measuring the performance of the project during its course, liaising with clients, principal contractors, subcontractors, other trades, suppliers and work teams.

KEY SKILLS

- High-level communication skills with all stakeholders with regards to progress, deliverables, milestone achievements and variations;
- Leadership skills, which include specific focus on encouragement and skills development of workers, elimination or reduction of waste (time, materials, consumables, etc.) and process improvement;
- Prioritisation of workplace health and safety using the hierarchy of controls and frequent monitoring of processes to improve procedures (in terms of safety), while maintaining efficiency;
- High-level involvement (including input, review and improvement) in all stages of the project, from:
 - Concept design to Developing the project scope; to
 - Securing the contract to perform the works to Detailing project specifics; to
 - Procurement to Commencement, delivery & construction; to
 - Project completion to Contract close-out.

NOTABLE ACHIEVEMENTS

My most significant achievement was to successfully complete the design and construction of the storage systems for Caterpillar of Australia at their new Queensland Distribution Centre at Yatala (completed December 2013).

As the project manager, I liaised with American, Indian and Australian teams in designing suitable storage systems for their specific needs. I managed a construction team of up to 50 workers and coordinated our construction efforts with the builder (CIP). While there were many challenges encountered throughout the course of the project, the project was completed to the satisfaction of all stakeholders. As a result, Elbowroom enjoys a successful ongoing relationship with Caterpillar of Australia, resulting in a number of projects following on from the original construction project (grossing A\$1.6M in total).

The overall success of this project can be quantified by the fact that the project was brought in under-budget by 3000 hours. The total project value (including supply and construction) was approximately A\$3.6M.

LEADING HAND AT AUS-RACK INSTALLATIONS PTY LTD

JANUARY 2005 – DECEMBER 2005 (1 YEAR)

KEY SKILLS

- Co-ordinate and participate in successful and efficient planning, scheduling, safe performance and on-time completion of projects or project elements;
- Ensure customer satisfaction with project outcomes, to contribute to customer retention; and
- Ability to communicate effectively and efficiently with customers, colleagues and subordinates.

LEADING HAND AT AUS-RACK INSTALLATIONS PTY LTD (CONTINUED)

NOTABLE ACHIEVEMENTS

- Led a team on a 14,750-hour project, completing the project in only 12,600 hours – construction of pallet racks at Woolworths Wyong RDC (regional distribution centre), NSW in 2005.

2IC (SECOND-IN-CHARGE) AT SWAN RACKING

JUNE 2004 – DECEMBER 2004 (7 MONTHS)

NOTABLE ACHIEVEMENTS

- Operated in the position of second-in-charge on a 12,050-hour project and played a key role in completing the project in only 10,600 hours. The project was for the construction of all pallet racks at Woolworths Perth RDC (regional distribution centre), WA in 2004.

SKILLS & EXPERTISE

SOFTWARE

- Microsoft Office:
 - High-level skill set including development and upkeep of templates and forms in Microsoft Word including styling, branding, data merging and more;
 - Medium-level skill set in development and use of Microsoft Excel spread sheets including complex formulae, simple macros, data analysis and meaningful output; and
 - Medium-level skill set in the development of Microsoft Access databases including query-writing, simple macros, report output and form building.
- Microsoft Windows:
 - High-level skill set in most aspects of the use, set-up and optimisation of Windows systems, including software selection and installation, removal of malware and viruses, troubleshooting and replacement of hardware components.
- Autodesk AutoCAD, Inventor and Product Design Suite:
 - Creation and testing of dynamic blocks, including data extraction for materials take-offs;
 - Use of content centre libraries where possible to enhance materials take-offs and other workflow processes;
 - Intermediate level of knowledge and ability in Autodesk Inventor – parts, assemblies and technical drawings; and
 - Experience in using a wide range of other Autodesk CAD and modelling software, including AutoCAD Mechanical, Autodesk Revit, AutoCAD Architectural, Autodesk Factory Design Suite, Autodesk Showcase, and more...

LICENCES & TICKETS

VEHICLES & PLANT

- Queensland Driver's Licence – Class C, Type O
- Licence to Perform High Risk Work – Class LF
- EWPA Yellow Card – EWP Type SL
- HLTAID001 – First Aid and CPR

CONSTRUCTION INDUSTRY INDUCTIONS

30215QLD – Course in General Safety Induction (Construction Industry)
Occupational Health and Safety General Induction for Construction Work in NSW

INDUSTRY LICENCES

QBCC Nominee Supervisor Licence – Class 'Non-Structural Metal Fabrication & Installation' (no conditions)
QLD Labour Hire Licence Company Nominee (no conditions)

EDUCATION

TERTIARY

Advanced Diploma, Engineering (>80% of credits completed, currently deferred)
Equivalent courses completed in Diploma Engineering (Technical) (SkillsTech TAFE QLD)
QBCC Business Management for Trade Contactors, 2016
Certificate IV, Frontline Management, 2007

HIGH SCHOOL

ORMISTON COLLEGE

High School Certificate, 2002 (OP score: 6)

OTHER

ACER (AUSTRALIAN COUNCIL FOR EDUCATIONAL RESEARCH)

Mature Students Admissions Pathway Exam, 2005 (Literacy score: 99th percentile; Numeracy score: 99th percentile)

REFEREES

JANIS LOVE

(FORMER) HR & ADMINISTRATION MANAGER, ELBOWROOM (AUST) PTY LTD

I have been working alongside Janis for the past three years (since Nov. 2016) – we have worked collaboratively in developing team growth strategies, managing risks and tackling a wide range of human resourcing challenges. She can be contacted on 0409 868 225.

BRYAN GOODALL

SALES MANAGER, DEXION ACACIA RIDGE (FORMER SALES MANAGER, ELBOWROOM (AUST) PTY LTD)

Early in my career, Bryan oversaw my functions as a Systems Designer & Estimator. I worked with Bryan for approximately 7 years, from 2005 – 2012. He can be contacted on 0407 452 936.

STEVEN DABELSTEIN

CEO, HRL HOLDINGS LIMITED (FORMER GROUP ACCOUNTANT, ELBOWROOM (AUST) PTY LTD)

Steve is a former work colleague of mine. He currently holds the role of CEO at HRL Holdings Limited and can be contacted on 0405 770 166.

THANK YOU

Your consideration of my placement within your company is both an honour and a compliment.

Yours faithfully,

LUKE ALTHAUS

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W: luke.althaus.co