

# JOHN M. SAMPLE

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## SUPPORTIVE, CLIENT FOCUSED FUNERAL DIRECTOR

License #F123456

Dedicated and compassionate professional with comprehensive and expansive expertise directing all aspects of funeral services. Exceptional ability to cultivate a comfortable environment for families by providing information, resources and consistently superior care with a personal touch. Effectively identifies and responds to client needs through exemplary communication. Displays diligence in all endeavors with attention to detail for optimal end results.

### *Core Strengths & Skills:*

- ◆ Client Services
- ◆ Empathetic Communicator
- ◆ Monument & Markers
- ◆ Family Support & Education
- ◆ Pre-Need Counselor
- ◆ Licensed Insurance Agent
- ◆ Vendor Relations
- ◆ Staff Training & Management
- ◆ Inventory Management

## PROFESSIONAL EXPERTISE

- ❖ Conducted all daily funeral home operations including recruiting and training of staff, merchandise purchasing and pricing, inventory management and finances.
- ❖ Acquired pre-need clients through seminars, direct marketing and referrals. Provided pre-need consultations to educate clients on available resources and determined future needs.
- ❖ Met with families of deceased to discuss funeral service requests, disposition of remains and cost, coordination with clergy, and provided availability to families as a resource for questions and support.
- ❖ Arranged for transfer of remains from place of death to funeral home.
- ❖ Oversaw the preparation of remains, coordinated burials and cremations and completed legal documentation.
- ❖ Contacted newspapers, fraternal, and veteran organizations.
- ❖ Established relationships with vendors to provide additional services to meet client needs, including flowers, catering and cemeteries.
- ❖ Secured wholesale account with funeral homes to provide markers and monuments, generated 200% account increase.

## SELECTION OF PROFESSIONAL EXPERIENCE

### *Funeral Director*

Vasu, Rodgers & Connell Funeral Home, Royal Oak, MI

### *Pre-Need Sales Counselor*

Hardage-Giddens Funeral Home, Jacksonville, FL

### *Funeral Director*

Schrader Funeral Home, Plymouth, MI

### *Pre-Need Sales Counselor*

Muehlig Funeral Chapel, Ann Arbor, MI

### *Funeral Director*

Kinsey-Garrett Funeral Home, Royal Oak, MI

### *Wholesale Accounts Manager*

Raubar Granite Company, Detroit MI

## EDUCATION

### *Mortuary Science Degree*

Wayne State University, Detroit, MI