

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

Funeral Director

Schrader Funeral Home, Plymouth, MI

Funeral Director

Kinsey-Garrett Funeral Home, Royal Oak, MI

Pre-Need Sales Counselor

Hardage-Giddens Funeral Home, Jacksonville, FL

Pre-Need Sales Counselor

Muehlig Funeral Chapel, Ann Arbor, MI

Wholesale Accounts Manager

Raubar Granite Company, Detroit, MI

EDUCATION

Mortuary Science Degree

Wayne State University, Detroit, MI