

CHRIS SCHAFFER

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Carlisle, PA

SUMMARY OF QUALIFICATIONS

- Highly experienced professional with a demonstrated ability to lead diverse teams of professionals to new levels of success in a variety of highly competitive industries and fast-paced environments.
- Strong business qualifications with an impressive track record of more than 18 years of hands-on experience in strategic planning, business development and project/product management.
- Proven ability to successfully analyze an organization's critical business requirements, identify deficiencies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, and improving customer service offerings.

PROFESSIONAL EXPERIENCE

GALBRAITH Commercial & Industrial Construction

December 2021 – Present

GALBRAITH is an award-winning design build firm serving Pennsylvania and the Mid-Atlantic since 1990. They are a general contractor specializing in commercial, industrial and institutional construction. The company was founded by Gary Galbraith on “pre-design” or “pre-construction” services, after Gary’s first retirement from construction as a small family business and has grown to be the preferred contractor for many loyal customers, as well as numerous new clients.

Project Manager/Innovation/Business Development

December 2021 – Present

- Collaborate with engineers, architects and other workers in the same project
- Choose subcontractors and delegate their responsibilities
- Responsible for any delays, emergencies and problems that can arise
- Comply with safety and building codes as well as legal requirements
- Report project progress and budget to client
- Explain contract and technical matter to others in a clear manner
- Prepare budget and cost estimates, along with work timetables
- Meet with and secure new clients.

U-HAUL CO OF HARRISBURG, Harrisburg, PA

June 2002 – December 2021

U-Haul maintains the largest rental fleet in the do-it-yourself moving industry which includes trucks, trailers and towing devices. U-Haul also offers self-storage throughout North America. The Company provides industry leading moving and storage boxes and an extended line of packing supplies to protect customer possessions. U-Haul is the consumer’s number one choice as the largest installer of permanent trailer hitches in the automotive aftermarket.

Lead Facility Maintenance Technician

August 2020 – December 2021

- Coordinate all projects, repairs and building maintenance at more than 20 locations in Central PA.
- Schedule and meet with various state, county and safety inspectors.
- Inspect, maintain, and build new buildings.
- Perform semiannual roof inspections.
- Pool knowledge with other Facility Maintenance Technicians to accomplish complex projects.

Senior Field Relief Manager

June 2020 - Present

- Relieve, fill in for, and assume the duties of U-Haul Center Managers, Area Field Managers, Traffic Control Managers, and Storage Managers throughout the U-Haul Company of Harrisburg
- Use discretion and independent judgment to apply existing and new U-Haul programs to standardize and systematize business operations.
- Perform various duties as assigned, including but not limited to profitable management, ordering products, correcting rental and retail inventories, setting up displays, distribution and promotion of U-Haul rental equipment, all according to U-Haul standards and procedures.

- Perform on-the-job reviews of center operations, area field routes and reservation management areas using appropriate tools prescribed by U-Haul.
- Correct noted deficiencies and make recommendations to leadership for review of operations and procedures.
- Reinforce company policies and procedures and ensure Team Members are proficiently trained to company standards.
- Monitor ordering and receiving procedures; verify timely completion and accuracy of any reports submitted to leadership.
- Follow up on assigned projects to ensure their timely completion.

President

January 2012 - May 2020

- Oversaw the entire day to day operations of the U-Haul Company of Harrisburg (UHC) which was made up of 15 corporate stores, 5 Area Field Manager routes with approximately 30-40 U-Haul dealerships each, a regional reservation department, equipment repair facility and office staff.
- Performed HR duties such as employment and termination decisions and other workplace related HR opportunities.
- Increased the gross income from approximately \$12 million to \$23 million with a net profit increase of over \$1.5 million and a profit margin of over 12%.
- Develop detailed budgets and business plans for each entity in the UHC.
- Expanded the UHC with nearly \$10 million in property acquisitions over the past 5 years.
- Oversee construction and renovation projects including creating budgets, selecting vendors and seeing projects from through to completion.

Senior Area Field Manager

November 2004 - December 2011

- Prospected for, opened, and grew new U-Haul dealerships.
- Developed and followed a detailed business plan to improve the market area and promote brand awareness.
- Developed and managed business relationships with dealership teams while providing professional development insight, and guidance to dealers in the market.
- Performed market analysis to effectively expand the dealer network into other potential markets.
- Performed profit and loss (P&L) analysis and audited rental records and contracts.
- Allocated rental equipment and furnished supplies and instructions necessary to operate a U-Haul dealership.
- Serviced and properly maintained U-Haul equipment and displays to ensure operational readiness.
- Completed inspection reports to ensure U-Haul equipment is in good operating condition.
- Operated a properly stocked and maintained service rig used to perform minor maintenance, transportation and distribution of U-Haul trucks, trailers and equipment and to arrange for the recovery of lost, stolen, or abandoned U-Haul equipment.
- Opened new dealerships and replaced unproductive dealers.

General Manager

August 2003 – October 2004

- Performed profit and loss (P&L) analysis for the U-Haul Store.
- Hired, managed and mentored team members.
- Drove sales and production.
- Provided exceptional customer service.
- Tracked inventory at the location.

Hitch Professional

June 2003 – August 2003

- Recommend towing packages to customers.
- Installed complete towing packages to customer vehicles according to manufacturers' specifications while using good mechanical practices.
- Provided outstanding service to customers.
- Prepared purchase invoices for customers.
- Provided inventory control for all hitch and towing accessories at the location.

Customer Services Representative

June 2002 – May 2003

- Interacted with guests in a friendly, fast, courteous and efficient manner.

- Paid close attention to detail in order to promote positive customer interactions.
- Listened and sensed customer needs and kept manager and fellow team members informed.
- Completed training and maintained knowledge by participating in on-line and hands on educational and training opportunities.

EDUCATION

High School, Altoona Area High School, 2002

COMMUNITY LEADERSHIP

South Middleton Youth Baseball Association, President	October 2018 – October 2021
Board Member	October 2015 – Present
Pennsylvania Self Storage Association, Board Member	February 2016 – May 2021
Otterbein United Methodist Church, Communications Committee Chair	January 2020 – Present

REFERENCES

AVAILABLE UPON REQUEST