

BENJAMIN KOTTHOFF

benjamin@benjaminkotthoff.com | (314) 203-2827 | Lake Saint Louis, MO 63367 | linkedin.com/in/benjaminkotthoff

SUMMARY

Field territory and account manager who covers 16 carrier and retail partner locations across St. Charles County. Builds strong partner relationships, trains partner staff on products, and solves in-store issues on site. Brings a background in meteorology and GIS from University of Missouri coursework, on-air weather experience, and an FAA Part 107 Remote Pilot license for drone and aerial data work. Looking for B2B territory or account sales roles in environmental, weather, and geospatial companies.

SKILLS

- | | | |
|---|----------------------------------|------------------------|
| • Territory Management | • Partner Relationships | • Technical Writing |
| • Account Management | • Product Training | • Customer Service |
| • Drone / Aerial Data Collection (FAA Part 107) | • GIS | • Networking & Cabling |
| • Radar & Weather Data Interpretation | • Weather Analysis & Forecasting | • Retail Merchandising |
| • Public Speaking / On-Camera Presenting | • Data Visualization | |

EXPERIENCE

Retail Sales Specialist | Apple, Lake Saint Louis, MO **10/2022 – Current**

- Manage a 16-location territory of carrier and retail partner stores across St. Charles County, working on my own and spending about 40% of my time driving between accounts.
- Built strong working relationships with partner store teams and improved the in-store customer experience.
- Contributed to year-over-year sales growth across the territory.
- Trained 100+ partner store employees on product knowledge, customer service, and fixing display issues.
- Set up stores for 14 product launches to date: installed security, set up and took down devices, and updated graphics.
- Logged every store visit, fixed recurring issues, and sent weekly feedback to Apple to help improve operations.

Weathercaster | KOMU 8 News, Columbia, MO **12/2022 – 03/2024**

- Forecasted the weather and assembled the graphics package for each broadcast, updating data and arranging templates to fit the forecast.
- Presented weather on air without a script, using my graphics as visual aids to explain the forecast clearly.
- Wrote weather stories for the station website.
- Produced short engagement videos to help the community prepare for severe weather.

iOS Technician | Gravity, Columbia, MO **09/2019 – 01/2022**

- Diagnosed iPhone hardware and software issues at the service desk.
- Repaired screens, batteries, and charging ports using standard procedures.
- Fixed iOS setup, sync, and restore issues and restored personal computing devices.
- Set up networks for small-business customers and ran network cable.

CERTIFICATIONS

- FAA Part 107 Remote Pilot (Commercial Drone License)
- Cisco CCENT (Cisco Certified Entry Networking Technician), 2019 – 2021
- ETA Customer Service Specialist

EDUCATION

University of Missouri | Columbia, MO

Atmospheric Sciences coursework (some college, no degree)

Coursework in synoptic meteorology, thermodynamics, GIS, and calculus.

South Technical High School | Saint Louis, MO

05/2019

Studied Cisco networking; earned Cisco CCENT certification.