

First Last

Street Address • City, State, Zip • (###) ###-####

Email: email address

In my past working experience I have dealt with helping people achieve what they thought was unachievable. I have helped individuals with positive reinforcement and successful problem solving experiences. I know that I am a prime candidate with strong moral beliefs, powerful work ethic, competitive nature, confidence, good decision making skills and a personality that can relate to all types of people.

Objective: To bridge my communication, management, and instructional skills along with my strong work ethic with the purpose of enhancing the overall performance and mission of the team.

Education:

Florida Agricultural & Mechanical University
School of Business & Industry

Tallahassee, Florida
Year Graduated

Bachelor of Science: Business

Administration

Concentration: Marketing and Management

Employer

General Manager

March 2008- Current

- Maintained a CSI customer survey of 80% satisfaction
- Recognized as Employer's Fast Drive-Thru in the Southeast region by hitting 80% of customers served under 150 seconds
- Lowered payroll through proper scheduling and new hires

Employer

City, State

District Manager (ServSafe Certified)

January 2006-January 2008

- Increased sales through hands on training with managers & salespersons
- P&L reconciliation for 3 stores, verifying correct charges, payroll, and capital outlays
- Lowered overtime by using a team scheduling matrix
- Units were used as training stores for new managers

Employer

City, State

General Manager (ServSafe Certified)

January 2004-Dec. 2005

- Improve sales and profit by 10%
- Improve employee retention
- Unit selected as training unit for employees

**Employer
Manager (Business Development)**

City, State
Sept 2003-Dec. 2003

- Responsible for putting together marketing and promotional plans creating unique e-marketing techniques to increase revenues.
- Implemented marketing plans to increase visibility of products
- Generated invoices and managed accounts receivables

**Employer
Integrated Services Manager (Network,
Client & Warehouse)**

City, State
September 1999-Aug 2003

- Managed a 50 person cross-functional team that increased service performance by 75% during the term of my management.
- Managed warehouse returns and shipments of servers, routers, and computer cabinets for Clients.
- Designed a performance matrix, targeting service delivery, which resulted in a 98% success delivery rate of projects to customers.
- Developed a metric for measuring product fulfillment that reduced shipping cycle time by 50% and saved company more than \$200,000

**Employer
Project Consultant (Reengineering
Program) (Call Center & Field Support)**

City, State
September 1997 –1999

- Responsible for monitoring and solving production problems with field employees in a wide variety of software programs.
- Implemented service delivery techniques that enabled field employees to understand and improve service delivery.
- Worked with call center employees to hone their skills and use software applications to enhance their job performance. Consult with regional managers to create performance matrix for employees.

**Employer
RISC (High End Servers) Field Engineer/Project
Specialist (Team Leader)**

City, State
October 1994 – 1997

- Responsible for customer relations, onsite hardware/software support for key accounts throughout the Metro Atlanta area.
- Accountable for parts inventory in excess of a half a million dollars.
- Responsible for the implementation and trouble shooting of joint ventures with companies that contract to setup systems.
- Handle client relations with alliance partners and their end users.
- Team leader for 10 employees, responsible for scheduling, billing and client escalation issues

Applications and Skills:

- Basic Networking
- Sales/Marketing
- Technical Trainer
- Consultant
- Lab Administrator
- Technician (Specialist)
- Project Management
- Windows 95, 98,2000
- Windows XP
- MS Word
- MS Excel
- MS PowerPoint
- MS Access
- MS Outlook
- MS FrontPage
- IBM AIX basic programming
- Adobe Acrobat
- Lotus Smartsuite
- IBM Management certification
- ServSafe Certified

Certifications:

ServSafe Certification, Employer's Restaurant certification, IBM Desktop Specialist, RS 6000, AS 400; IBM Management certification; IBM AIX;

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| Activities: Boys Scouts of America, Big Brothers Organization | Volunteer Services: Child one College |
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