

NAME

Address

Telephone • Email

GENERAL MANAGER • DISTRICT MANAGER: Retail and Sales

Hands-on general manager with extensive operations, sales and leadership experience and a proven ability to maximize revenue and minimize costs by building a fully engaged workforce. Oversee daily operations, including core business functions such as customer service, inventory, equipment, P&L, staff scheduling, training and payroll. Create high-performance teams, cross-training employees and fostering a goal-focused environment. Continuously improve processes to achieve better results.

Leadership • Operations • Strategic Planning • Health & Safety • Retail • Customer Service • P&L
Team Motivation • Communications • Relationship Management • Payroll • Inventory • HR Issues
Fleet & Equipment Maintenance • Standard Operating Procedures (SOPs) • Process Improvement
Training • Policies & Procedures • Problem Solving • Vendor Relationships • Sales & Marketing

PROFESSIONAL EXPERIENCE

COMPANY, Location • 2005-Present

Water filtration equipment and service company with 11 employees.

General Manager: Lead team, managing all facets of operations, including scheduling, payroll, service delivery, P&L, inventory and vehicle fleet. Educate customers and potential clients on water treatment, filtration and related products, including water softeners, filters, salt, chlorine, pumps and shower heads. Manage vendor relationships and collaborate with finance companies to maximize value for customers. Coach and mentor staff, providing training to new hires and industry standard instruction to maintain certification. Reconcile service tickets. Manage Hague parts warranties and shipping.

Key Accomplishments:

- Outperformed peer group, maintaining top 5 dealership status in a group of 150 dealers for 6 consecutive years.
- Achieved high levels of customer satisfaction, winning Superior Customer Service Award 3 times.
- Drove double-digit sales and service increases, improving sales 21% under challenging economic conditions from 2007-2009 and increasing service revenue 17% from 2010-2011.
- Created a safer work environment, completing 71 consecutive months with no injuries.
- Improved operations by creating and implementing a paperless inventory tracking system for parts, tools and equipment and digitalizing customer files in the database.

COMPANY, Location • 1998-2005

Adult living facility for elderly and mentally-challenged residents.

Administrative Services Manager: Directed facility activities, including resident care, inventory, vendor relationships and sanitation. Woke residents each morning, oversaw food service and reviewed daily schedules. Managed linen changes, laundry, housekeeping and kitchen sanitation activities. Monitored supplies and insured adequate stores. Handled resident transportation for appointments and activities. Facilitated resident communications with relatives. Forged and maintained productive working relationships with medical staff and vendors.

Key Accomplishments:

- Improved patient safety by creating first aid and CPR training programs, and enabled more efficient management of patient schedules with a central board to record activities and medications.
- Used exceptional interpersonal skills to create supportive, family environment for residents and to manage relationships with other stakeholders, including vendors and medical staff.
- Ensured consistent operations throughout company by authoring a standard operating procedures manual; and maintained high safety standards, achieving 27 consecutive accident-free months.

COMPANY, Various Locations • 1996-1998

Naval warfare service branch of the United States Armed Forces.

Supervisor: Led a department with 27 personnel, reviewing and coordinating activities, facilitating meetings and managing schedules, including time off. Prepared payroll submissions. Maintained safe working conditions with training on optimal handling of explosives and by carefully managing explosives inventory and recordkeeping. Managed training for personnel, delivering command procedures instruction and coordinating outside courses. Oversaw personnel physical fitness.

Key Accomplishments:

- Developed and deployed computer tracking program to manage training and inventory.
 - Implemented planned maintenance system to improve efficiency and safety.
 - Recognized for outstanding performance.
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EDUCATION / TRAINING

Bachelor of Arts in Liberal Arts

University, Location

Hague Certified Trainer • Sales Manager Training
Hague Certified Technician • Security Force Training
Total Quality Leadership Course