

Resume ID #101

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional to secure a position with your company as a *Manager, Supervisor, or other key position in Operations, Office Management, Sales, Marketing, Customer Service, or as applicable*, utilizing my skills, training, and experience

SUMMARY OF QUALIFICATIONS

- Over 7 years' experience managing and supervising up to 10 employees in the debt recovery and public school kitchen settings, overseeing all administrative or kitchen operations preparing meals for up to 600 students, and consistently meeting all critical deadlines
- Proficient with all aspects of workforce development including interviewing, hiring, training, scheduling, delegating assignments, monitoring all work activities for quality, expediency, and proper customer/employee interactions, conducting performance evaluations including written reviews, implementing disciplinary measures, and terminations
- Sets goals and initiatives and tracks individual employee's progress towards actualizing all objectives
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills
- Excellent organizational and motivational skills, guiding and directing individuals to maximize productivity and their own personal potential
- Utilized as a trusted and knowledgeable resource, the "go-to" professional, by peers, upper management, and clients to provide intelligent solutions, resolving complex issues into achievable action plans
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service in the public school food service, debt recovery, and restaurant industries, assisting customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, assertively negotiating pricing and terms with customers, securing agreements, collecting payments, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse client population, building and maintaining strong business relationships
- Strong communications, analytical, detail-oriented, and problem-solving skills
- Experienced using computers, Windows, MS Office, proprietary software (skip tracing tools), Internet research, and email; types 40+ WPM
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments on-time or ahead of critical deadlines
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

10/15 – 06/16

Cook / Bartender

Bowl Inn, Buffalo, NY

- Responsible for preparing and cooking light lunches and dinners in a casual dining setting situated within a popular bowling alley
- Prepared and cooked chicken wings and fingers, pizza, subs, hamburgers, fries, etc.
- Bartended, preparing a wide variety of mixed drinks, beer, and wine and recognized for developing a large repeat customer base and monitoring all patrons to ensure responsible drinking

05/14 – 08/15

Office Manager

ICON Group, LLC, Buffalo, NY

- Supervised up to 7 debt recovery specialists collecting on individuals delinquent on payments for overdraft bank accounts, pay-day loans, MC, and Visa, collecting up to \$20K per week
- Conducted daily meetings with all team members, setting weekly goals, and providing one-on-one training for new, inexperienced specialists
- Generated and submitted revenue reports to upper management, both actual and projected
- Directed the coordination of payment plan strategies with customers and ensured that reps followed up at prescribed intervals, taking over escalated calls if necessary

04/13 – 02/14

Customer Support

Center One, Buffalo, NY

- Received calls or made calls to prospective customers, marketing and selling a basic credit card to re-establish their favorable credit rating
- Provided training to other office employees for product, industry knowledge, and office protocols and procedures

EDUCATION and ACHIEVEMENTS

Business Administration (course studies), 1995 - 1996

Erie Community College, North Campus, Williamsville, NY

Diploma, 1994

Cleveland Hill High School, Cheektowaga, NY