

PROFESSIONAL SUMMARY

Accomplished, effective leader offering a proven track record of success with 17 years of Business Management success in highly competitive markets. Adept at evaluating critical business requirements, identifying strategic opportunities, and developing innovative solutions for increasing revenues, reducing cost, and increasing customer satisfaction. Strong analytical skills with the ability to plan, direct, and deliver simultaneous projects while exceeding expectations.

CORE COMPETENCIES

- Business Development
- Project Management
- Strategic Planning
- P&L Management
- Employee & Client Relationship Building
- Master Scheduler In Complex Logistics
- Operational Excellence & Compliance
- Staffing, Coaching, and Training
- Empowerment & Motivation
- Complex Reporting & Analysis
- Creative Problem Solving
- Payroll Processing

KEY ACHIEVEMENTS

- Improved job site efficiency by 20% within first month while maintaining 100% customer satisfaction.
- Within 6 months Achieved 4th highest revenues out of 11 stores with no formal advertising and a small team.
- Increased YOY revenue by 23% over previous manager at an established location within first year.
- Established and grew only cold start store and developed lucrative customer base without advertising.
- Promoted to Sample Title after only 2 weeks in the dispatch department.
- Became Sample Department manager after only 5 months by earning promotion over fierce competition.

PROFESSIONAL EXPERIENCE

Sample Title - Sample Company - Sample, State (2014 to Present)
Manage multiple workload assignments simultaneously ensuring complete customer satisfaction for all projects while personally operating a sample heavy duty vehicle.

Sample Title - Sample Company - Sample, State (2009 to 12014)
Directed daily operations, performed all duties directed by the CEO, and regularly communicated state of the business. Established and carried out departmental and organizational goals, policies, and procedures. Managed personnel, all banking, accounts receivable, and payroll processing in addition to performing outside and inside sales. Handled all Franchise Tax Board and Internal Revenue Service interactions.

Sample Title - Sample Company - Sample, State (2005 to 2009)
Managed all aspects of branch operations including training staff, scheduling, overseeing service and maintenance, payroll processing, inventory, transportation and logistics, dispatching, and P/L management. Performed outside and inside sales. Directed, empowered, and motivated a team of professionals to meet and exceed expectations.

Sample Title - Sample Company - Sample, State (2002 to 2005)
Directed team, specialized in rehabilitating adults with Traumatic Sample Injuries and Behavioral problems, that implemented individual client's behavioral treatment plans. Managed support staff, oversaw client care, and planned on and off site activities.

Sample Title - Sample Company - Sample, State (2001 to 2002)
Managed all company operations. Staffed, managed, coached, and trained all employees. Assigned and inspected work in accordance with organizational requirements. Handled P&L and oversaw booking and dispatching of vehicles. Developed and maintained strong relationships with all clients. Aggressively pursued new business to generate revenue for sustainable growth.

Sample Title - Sample Company - Sample, State(1998 to 2001)
Directed Sample department including onboarding and exiting decisions for drivers. Supervised Sample Department staff and Sample Response Team that responds to all company accidents. Facilitated all scheduling for drivers and trucks as well as all product pick ups and deliveries. Managed payroll and collaborated with shop foreman for the maintenance needs of all company equipment. Ensured customers received prompt, timely, and quality service with a willingness to recommend.