

Summary

Multi-talented Management Trainee with [Number] years of progressive experience in [Type] environments. First-rate strengths include planning work, organizing inventory and facilitating communication. Detail-oriented and industrious professional with adaptable mentality and in-depth understanding of [Task] and [Task].

Hardworking [Job Title] with top-notch conflict resolution skills, proactive mentality and in-depth understanding of industry. Bringing multiple years of experience and dedication to promoting loyalty, increasing revenue and enhancing company success. Background includes devoting skills and time to understanding processes, improving procedures and driving customer satisfaction. Well-versed in the operational practices, market trends and regulatory guidelines of the [Name] industry. Enthusiastic about applying abilities, energy and knowledge of the field toward a new professional challenge with the opportunity for career advancement.

Determined Closer with documented success in competitive, fast-paced sales environments. Track record of exceeding expectations and sales goals to drive profit and revenue growth. Collaborating with team members to deliver exceptional customer service.

Skills

- Management
 - Investment management
 - Efficiency management
 - Luggage management
 - Activities management
 - Telephone management
 - Connection management
 - Order management
- System management
 - Document management
 - Evidence management
 - Purchasing management
 - Schedule management
 - Calendar management
 - Systems management

Experience

Management , 02/2015 to Current

Richeson Management Corporation – Colorado City, TX

- Assisted with administrative tasks to better understand industry processes.
- Worked alongside senior team members to learn all related job tasks and roles.
- Increased overall team efficiency and productivity.
- Tracked, recorded and reported customer satisfaction data for each shift.
- Maintained efficient, high-quality services while adhering to budget limitations.
- Resolved customer issues efficiently to build loyalty.
- Drove profit increases by leveraging market knowledge and natural leadership talents.
- Standardized policies to maintain compliance with company guidelines and regulatory requirements.
- Ran daily reports to assess performance and make proactive adjustments.
- Conducted employee performance reviews to identify areas for training, provide feedback and set goals for improvement.
- Helped business managers keep operations running smoothly, increase revenue and optimize processes to capitalize on industry changes.

Owner/Operator, 08/2009 to 02/2015

Lineage Logistics – Arvada, CO

- Responded quickly to customer complaints and gathered all pertinent information to make educated decisions for remediation.
- Created business plan, established processes and directed operations to offer quality [Product or Service] to customers.
- Monitored market conditions to set accurate pricing structures and take advantage of emerging trends.
- Established, enforced and updated policies keeping business agile and responsive to changing market conditions.
- Updated financial accounts with current revenue and expense data and quickly resolved discrepancies to maintain compliance.
- Calculated net income and adjusted strategies to increase income and bottom-line profits.
- Maintained safe driving habits to protect property and general public on roadways.
- Used [Type] equipment to assist with loading and unloading vehicles and properly securing items for long road trips.
- Oversaw all aspects of project execution, including progress of each phase, quality of workmanship and team performance to drive on-time completion of deliverables.
- Set and administered annual operating budget, consistently maintaining controls and preventing overages.
- Directed hiring and training of new department managers to drive organizational improvements.

Driver/Manager, 08/2006 to 08/2009

EZG Transport INC – City, STATE

- Logged daily mileage, gas and other data in [Software].
- Checked vehicle after each shift for any damage and made sure it was properly cleaned and maintained.
- Maintained optimal safety by adapting driving to match current traffic conditions and applying defensive strategies to avoid accidents.
- Utilized on-board computer to optimize routes and continuously meet estimated delivery times.
- Planned optimal routes to minimize delays and maximize time efficiency.
- Completed pre- and post-trip safety inspections to record and report any defects and malfunctions.
- Practiced safe and secure loading methods to avoid damaging goods.
- Logged deliveries in [Type] system, including drop-off times and any special conditions.
- Cold called more than [Number] customers per week to solicit business opportunities and offer services.
- Delivered goods and services to customers on time and in excellent condition.
- Verified contents of inventory loads against shipping papers to determine any discrepancies.
- Presented bills and receipts to customers to collect payments for goods delivered or unloaded.
- Consulted with customers to gain feedback and address concerns with products or services.
- Loaded and unloaded merchandise efficiently to meet demanding route targets.
- Performed activities on time while maintaining regular attendance and punctuality to support scheduling and work coverage.

Education and Training

High School Diploma: 05/2003

Myrtle Beach High School - Myrtle Beach, SC