

# Ronald Howard

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## Career Overview

Committed and motivated working professional with exceptional customer service and decision making skills. Reliable adult with strong work ethic, composed personality and great initiative.

## Skill Highlights

- Professional
- Sharp Problem Solver
- Courteous Demeanor
- Customer Service Expert
- Adaptive Team Player
- Accounting and Administration

## Core Accomplishments

- Continuously maintained an accident and incident-free driving record for more than 11 years.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Assisted in the managing of the company database and verified, edited and modified members' information.
- Respected by managers and coworkers for being reliable and trustworthy, while completing tasks in a professional manner.

## Professional Experience

Rim Country Tractor, LLC

March 2016

### Administrative/Sales

Payson, AZ

I am currently employed by Rim Country Tractor in Rye, AZ just south of my hometown of Payson. I have many responsibilities within the dealership due the small staff, which up until recently was only one other employee. I handle every part of the customer's experience with the company, as well as all the administrative tasks involved with making the sale. This includes answering our phones, greeting customers on the lot, and discussing the product with prospective customers. I also complete all the necessary documents for the transaction, as well as updating customer information within our systems.

NEAZ Fiduciary Services LLC

August 2013 to February 2016

### Case Manager/Office Assistant

Payson, AZ

Case Management and Office Management work for Private Fiduciary. Our primary fiduciary, Donna Allison, would act as Guardian/Conservator, Personal Representative, and Representative Payee for various clients, usually elderly people. Case Management was very involved, usually including most of the responsibilities of the fiduciary. Preparing and proof reading various legal documents, keeping accurate accounts, and coordinating care of individuals. Responsibilities also included answering phones and taking messages, processing incoming mail and payables, and keeping files organized and complete. Most of the work involved hands-on interaction with clients and their families, as well as care coordination with doctors and nursing staff.

Denny's

May 2012 to October 2013

### Server

Payson, AZ

Server at Denny's restaurant in Payson, AZ. The restaurant work environment helped develop my customer service and team coordination skills. I was highly regarded by both our guests and coworkers as a professional.

Being able to resolve a customer's issues in an effective and efficient way is critical, and something that I excel at.

Western Refining

December 2010 to July 2011

**Cashier/Clerk**

Payson, AZ

Employed as a cashier/clerk at Giant gas station in Payson, AZ after recovering from knee surgery. My duties included customer service, balancing the register, and basic property maintenance.

Chaparral Pines

May 2008 to July 2010

**Greenskeeper**

Payson, AZ

Summer employment as a greenskeeper at the prestigious Chaparral Pines golf club in Payson, AZ. My duties included mostly physical labor including mowing, trimming, raking, watering, and other course maintenance tasks. This is the job I credit with teaching me most about how to be a true professional. It was very important to be professional in not only the execution of my assigned duties, but in my interaction with the club members.

## **Education**

**Payson High School**

2008

**High School Diploma: General Studies**

Payson, AZ, United States of America

General high school education. Advanced placement for both English and Mathematics. Incomplete secondary education in general studies with a major in philosophy and logical principals.