James Earl Cooley Jr

104 Swan Haven Lane Greensboro NC⏐336 – 255 – 0789 ⏐Cooley.E.James@gmail.com

# Professional Summary

Passionate and dependable production leader with firm customer service and sales record. Performs at highest potential that allows success at working independently or serve as viable asset to a team of like-minded individuals. Adept at seeking relationships with clients/partners and setting a foundation that maintains satisfied relationships. Highly optimistic and energetic with the ability to adapt, lead, and set examples.

# Education

## Computer Science / North Carolina A&T State University August 2007- May 2009

# Experience

## Streetcars Battleground

## 2300 Battleground Greensboro NC

## (3362821132) / January 2009 - Present

### **General Manager / October 2010 - Present**

Developed relationships with customer base. Hire and train new staff while effectively implementing obtainable goals. Supervise direct reporting staff according to overall company policy. Evaluate current business process and systems. Conducted research on competing markets. Successfully generated a 9% increase in sales revenue. Met sales and exceeded target goals on a consistent basis. Responsible for the overall maintenance of business operations. Demonstrated leadership skills to effectively conduct services offered by facility. Allocate use of available resources. Review performance data (financial, sales, and activity reports) to monitor and measure productivity, goal progress, activity levels and labor. Delegate and develop staff to maximize potential.

***Sales Representative / January 2009 – October 2010***

Closed 501 monthly plans to satisfied customers. Responsible for selling services advertised by the facility. Maintained and exceeded quota per customer. Provided sales leads to manager on staff. Demonstrated ability to upsell, cross sell potential clients and customers. Answered customer inquiries and resolved issues using exceptional customer service skills

***Cintas Corporation***

***4345 Federal Drive Greensboro NC***

***(3366096999 )/ June 2016 – May 2018***

***Route Service Sales Representative***

Responsible for managing and growing client accounts in the rental division. Managed 124 accounts on a weekly basis. Maintained and exceeded company quotas on additional billings vs stop payments. Responsible for receiving payment for services and ensuring all client needs are met if not by me by supporting staff and team members. Highest ranked RSSR for 4 months out of 4024 team members across the rental department. Reduced lost business on route by 5%. Received quarterly bonuses every quarter by meeting sales quotas and keeping lost business to a minimum. Negotiated rental agreements for clients by increasing and/or decreasing price points and services while maintaining company goals that benefit the client, partners and shareholders. Chosen to be a part of the ERGO team which focuses on ergonomics and how to perform services more efficient and safer while being aware of safety hazards and safety polices.

**Core Qualifications**

High communication and interpersonal skills. Demonstrated ability to meet monthly sales quotas. Superior knowledge in determining client needs to effectively present solutions. Valid experience in leading team to identify the needs of specified target audience. Effectively lead a team of 15 – 20 individuals to achieve desired goals. Adept in operating technical and mechanical computer systems. Fast learner with desired analytical reasoning and observation skills

# Awards and Acknowledgements

## 1st place overall / Ergo Bowl

My team was chosen to participate in the Ergo bowl, which invites Cintas partners to Cincinnati Ohio to compete with other partners in a competition on who can bring the most efficient Ergonomic idea to the table. We designed and built a more ergonomic friendly cart to be used by all RSSRs