**Rodney Darcell Malveaux**

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***OBJECTIVE:***

Seeking an employment opportunity in the Sales/Marketing and Customer Service field that offers the ability to connect with clients who are looking to enhance their financial portfolio. With over 20 years of Sales and Customer Service experience; I execute the highest level of confidentiality and ethical standards while preserving a secure and organized environment. Once acclimated to the company’s atmosphere, I will be best suited in a management position.

***EXPERIENCE:***

**BSR / Business Service Representative – JVS / American Job Centers Of California 10/2019 To Present**

Reach out to businesses in the community and assist them with hiring, marketing, and funding needs. Maintain ongoing relationship with clients looking for training and work related skills. Update CalJobs, and Salesforce with case management notes for both the clients and businesses. Schedule recruitment events and job fairs in order to introduce qualified clients to businesses looking to fill employment positions.

**CSR/ Sales Associate, Discounted Wheel Warehouse – Las Vegas, Nevada 10/2017- 10/2019**

TeleSales, Customer Service, and processing Orders within the SAP CRM system; Track drop shipment locations as related to customer’s delivery address; Monitor merchandise inventory and confirms all merchandise sales orders are aligned properly for each individual vehichle.

**Senior Funding Specialist, Fundomate, Los Angeles, CA 8/2015- 2/2017**

Opened and negotiated contracts with business owners for merchant finance capital that allowed business to expand, Purchased equipment, Service marketing that increased company profit margin. Interviewed, Hired, and Trained new employees/team members in sales and marketing.

**Enrollment Counselor, Parkview Credit, Van Nuys, CA 4/2014- 8/2015**

Responsible for establishing new accounts for clients that would allow them to repair and remove negative items within their Fico credit profile that prevented them from moving forward toward the goal of home ownership.

**Sales Manager, Kobbler King Restaurant & Bakery, Los Angeles, CA 4/2010- 8/2015**

Responsible for the Account Sales to Restaurants, Grocery Stores, and Local Festivals; Maintained High levels of customer service between clients and staff; Negotiated contracts with stores and restaurant business owners that would allow them to carry and sell our desert products.

***SKILLS AND QUALIFICATIONS***

Self -starter with strong work ethic, ablility to learn quickly and effectively and willingness to go the extra mile in order to achieve company goals; Hard working, Positive, Knowledgeable of CRM and other Sales efficient Management tools/software, Client problem solving/solutions, Excellent communication skills for upper level management, clients, and Customer relations

***EDUCATION***

Fairfax High School-; Los Angeles, CA, General Education Diploma,1987

West Los Angeles College, Los Angeles, CA- Business Management Courses, 1988-1989;

LA Trade Tech, Los Angeles, CA- Economic Courses 1990

Toast Masters of America, Chino, Ca- Certified Competent Leader & Communicator Certificate, 2014

**REFERENCES AVAILABLE UPON REQUEST**