**Dorrell Fleets**

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## Summary

A dedicated and personable individual looking to apply his skillset in a more challenging environment.

## Work Experience

Sales Associate ACT Security- Northfield, OH August 2003- October 2004

* Dealt largely with customers one on one in a sales capacity

Store Manager Dominos Pizza- Cleveland Heights, OH January 2005- September 2009

* Managed all aspects of the store
* Worked directly with store owners to achieve better productivity

Store Manager Guys Pizza- Cleveland Heights, OH September 2010- May 2016

* Worked directly with store owners to achieve better productivity
* Conducted job interviews and made effective hiring decisions
* Increased profits through effective sales training and customer service
* Monitored KPI’s to make effective managerial decisions

Patient Transporter Cleveland Clinic- Cleveland, OH July 2018- Current

* Works directly with patients taking them to their scheduled appointments
* Works in self dispatch; being able to work with minimal supervision and be effective & efficient
* Works with Lift Team; proving I am reliable and trustworthy enough to give disabled patients hand on care
* Has received multiple care giver awards for good personality, service, and care

Education/Training

MTA: Microsoft Technology Associate ………………………………………………………………………………………….. 2017

Cleveland Codes: Software Development ……………………..……………………………………………………………….. 2017

Cuyahoga Community College: Microcomputer Applications …………….………………………………………...… 2015

Cleveland Heights High School: Diploma …………………………………………………………………………………….… 2004

## Interpersonal Skills

* Customer Service - CRM development
* Staff training and development
* Employee-employer relations
* Project Management

Technical Skills

* Microsoft Office 2016 and below
* Familiarity with the .Net Framework
* Git, SQL Server Management Studio 2014, ASP.NET, Visual Studio 2015
* C#, HTML5 & CSS, JavaScript & jQuery