

# JOHN S. MENARD

3241 Sabal Palm Manor (#305) Hollywood FL, 33024, Email: MenardJ2020@gmail.com, Ph: 4073693967

---

Bilingual business professional with in-depth experience in customer service, management, operational planning and business development. Result-driven and detail-oriented, with the ability to work independently or within a team.

## EDUCATION

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL – Bachelors of Art in Communications, Minor in Business, 2013

BROWARD COLLEGE, Fort Lauderdale, FL – Associates in Arts, 2010

## EXPERIENCE

HERTZ RENTAL CAR, Orlando, FL

ASSISTANT MANAGER - December 2019- November 2020

- Ensured positive customer experience
- Achieved individual sales goals and customer service goals
- Upheld company standards by ensuring cars are presentable to customers

UBER, Orlando, FL

DRIVER – June 2017 – December 2019

- Ensure customers arrive safely and timely to their destination while creating customer satisfaction
- Creating spreadsheet and maintain files to track mileage maintenance and miscellaneous expenses
- Assure that vehicle is maintained in excellent condition and is cleaned regularly and vehicle maintenance is applied

ENTERPRISE RENT-A-CAR, Sanford, FL

TRI-BRAND ASSISTANT MANAGER – August 2013 – August 2018

- Responsible for the daily operations of Enterprise, National and Alamo Rent-a-Car which includes reservation management, vehicle availability, rate integrity, inside sales, accounts receivables, underwriting and customer service.
- Train, develop and motivate a team of over 30 individuals to increase branch sales and to provide excellent customer service.
- Demonstrate strong leadership abilities in order to multi-task in a fast paced working environment and make crucial business decisions.
- Analyze branch income statement monthly to increase revenue by reducing costs and increasing income.