

JOHN S. MENARD

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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 with a team.

EDUCATION

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL – Bachelors of Art in Communications, 2012

EXPERIENCE

TOTAL QUALITY LOGISTICS, Winter Park, FL

LOGISITCS ACCOUNT EXECUTIVE , January 2019 – Present

- Actively manage and grow multiple accounts in order to achieve/exceed revenue goals.
- Prospect and develop new business relationships and maintain strong relationships with senior level key decision makers.
- Negotiate competitive pricing between customers and carriers and ensuring on-time delivery.
- Serve as key contact person for leads, prospects and customers and consistently manage interactions within the company.
- Deliver exceptional customer service.

ENTERPRISE HOLDINGS, Sanford, FL

TRI-BRAND STATION 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.

AMERICAN LUNG ASSOCIATION, Orlando, FL

INTERN TO EXECUTIVE DIRECTOR – 2011

- Assisted with various areas of nonprofit management
- Coordinated logistics for fundraising and secured donations
- Assisted with community outreach and followed up on leads with different prospects

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CITY OF PEMBROKE PINES, Pembroke Pines, FL

RECREATIONAL SPECIALIST – 2006-2008

- Taught and coached thirty young children in various sports
- Helped plan large-scale city events
- Refereed weekly sporting events