

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 within a team.

EDUCATION

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL – Bachelors of Art in Communications, 2012
BROWARD COLLEGE, Fort Lauderdale, FL – Associates in Arts, 2010

EXPERIENCE

HERTZ RENTAL CAR, Orlando, FL

ASSISTANT MANAGER - December 2019- January 2021

- 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 – Present

- 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.

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.