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, 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.