# education

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

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL — B.A. in Communications, 2013

# EXPERIENCE

enterprise HOLDINGS, sANFORD, FL

tri-brand station manager — 2012-present

* 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.

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JOHN S. MENARD

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Walt disney world, orlando, fl

bell dispatcher — 2010-2012

* Directed 4-7 Bellmen
* Organized luggage deliveries and maintained luggage room.
* Greeted guests upon arrival at resort and completed service requests.

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

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