

# Gregory Monroe II

321-443-1319 | [gregthemusician@gmail.com](mailto:gregthemusician@gmail.com) | Kissimmee, FL. 34746

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## **SUMMARY**

A dedicated, results-driven, and solutions-oriented professional with over ten (10) years' experience and a proven record of success in assuming increasing levels of responsibility within all facets of customer service/support, sales/new business development, and relationship. Consistently recognized ability to increase revenues through expertise in product knowledge, brand promotion, and unparalleled service delivery. Successfully and efficiently, resolve issues. Recognized capacity to work autonomously as well as collaboratively and interact effectively with all levels of support staff and management.

## **CORE STRENGTHS**

- |                              |                                     |                       |
|------------------------------|-------------------------------------|-----------------------|
| ❖ Attention to Detail        | ❖ Written and Oral Skills           | ❖ Organization Skills |
| ❖ Interpersonal Communicator | ❖ Microsoft Office Suite            | ❖ Basic Accounting    |
| ❖ Typing Speed of 58 WPM     | ❖ Team Collaborator                 | ❖ Self-Motivated      |
| ❖ Excellent Customer Service | ❖ Exceptional Penmanship            | ❖ Independent Worker  |
| ❖ Able to Train New Hires    | ❖ Operate Standard Office Equipment | ❖ Quick Learner       |
| ❖ Active Listener            |                                     | ❖ Critical Thinker    |

## **RELEVANT PROFESSIONAL EXPERIENCE**

- Generated \$40,000 for an employer through sales and leasing for a property
- Abided by Fair Housing Laws, statewide and company policies for all customers and guests
- Completed online training through Grace Hill and attained certificates for skills including Customer Service, Conflict Resolution, Advertising and Basic Accounting
- Responsible to run the register for cash and credit transactions, sales and returns
- Developed product knowledge by attending training classes and team workshops in order to provide guests with help and expertise
- Helped customers with billing inquiries, service orders, technical product troubleshooting or other business requests through telephone communication
- Coordinated activities with other departments in order to increase levels of communication and guest satisfaction.
- Participated in the training of all departmental staff.
- Created positive experiences by engaging and welcoming guests as they enter and pass through the lobby.

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## WORK HISTORY

MUSICIAN – Central Florida <b>Piano Teacher, Accompanist and Music Director</b>	09/2004 - Present
AMAZON – Orlando, FL <b>Sortation Associate</b>	05/2017 - 12/2017
DIOCESE OF ORLANDO – Central Florida <b>Pianist</b>	04/2014 -12/2017
SITEL – Kissimmee, FL <b>Work at Home Solutions Agent</b> (Temporary)	05/2016 - 06/2016
ABC FINE WINE & SPIRITS – Oviedo, FL <b>Sales Associate</b> (Temporary)	05/2014 - 07/2014
DINERSTEIN COMPANIES – Orlando, FL <b>Management Team Specialist and Leasing Professional</b>	06/2011- 05/2014

## EDUCATION

University of Central Florida   Orlando, FL - <b>Bachelor of Music in Music Performance</b>	2014
Valencia College   Orlando, FL - <b>Associate of Arts in Business Administration</b>	2009

## OCCUPATIONAL CERTIFICATES

Grace Hill Property Management Training Solutions Certificates:

- Customer Service
- Conflict Resolution
- Advertising
- Basic Accounting