

Jonathan Chapel

27182 Little Mack Ave ● St. Clair Shores, MI 48081 ● Phone: 313-522-6557 ● E-Mail: Jchapel15@gmail.com



Objective

I am an extremely versatile individual with expertise in the fields of customer service, managerial roles and problem solving and am looking to further my professional growth with Tekwerx. It is my goal to use my knowledge, experience, and professionalism to maximize efficiency and ensure company goals are being met and exceeded.

Qualifications

- I am currently a mortgage banker with Quicken Loans and have contributed to over \$5 million in loans closed just this year. I pride myself on providing a smooth and easy process for all my clients and have consistently been a top performer in my specialty since I have been with the company.
- I have worked for 4 years as an Operations Manager for Avis Budget Group at the Detroit Metropolitan Airport. I have been an integral part in a \$100 million + operation that handles the travel needs for several imperative clients and companies. My responsibilities include but are not limited to scheduling of staff, managing facility processes and procedures, monitoring P + L, and training to a staff of 150+ employees.
- I directly coach and provide feedback to our sales department, ensuring that they are using correct dialogue and processes to maximize sales, to which we have improved year over year.
- I have worked in a leadership role as a student supervisor, supervising 400+ student employees and providing meals to 1250+ students daily at Michigan State University.
- I have experience moving goods, as well as exotic animals. I have worked long hours, in varying weather conditions, with much physical labor and heavy lifting.
- I am extremely proficient in the Microsoft Office Suite.

Experience

Quicken Loans, Detroit, Michigan

Mortgage Banker 2017-Present

Avis Budget Group, Romulus, Michigan

Operations Manager 2013-2017

African Safari Wildlife Park, Port Clinton, Ohio

Wildlife Keeper, August 2011-November 2012

Little League Umpire, Grosse Pointe, Michigan

League Umpire, 2007-2011

Designed to Move, Roseville, Michigan

Mover/Driver, 2007-2011

Education & Organizations

Michigan State University

BS, Biology/Zoology focus, 2011 Member

Zoological Students Association

Grosse Pointe North High School

2007, National Honor Society

Varsity Baseball – State Champion (2006) and

All-State Honors (2007)



Michigan State University, East Lansing, Michigan
Student Supervisor, 2007-2010