

# Jennifer A. Doyle

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## Summary Statement

Experienced leader specializing in building and maintaining client relationships. Ability to work in a fast paced environment. Ability to quickly learn new processes and programs and implement into daily workflow. Excels at communication and interpersonal skills, listening, writing, verbal, influencing, entrepreneurship, and is result oriented. Goal oriented, independent, and hard working. Proven problem-solving abilities and has a strong business acumen.

**Technical Skills:** HTML, CSS, JavaScript, JQuery, AJAX. Also experience with Salesforce, Word, Excel, Outlook, One Note, Power Point, Microsoft Teams

## Challenger, Gray, & Christmas 2020 to present

### Career Transition Coach

Working with displaced individuals to strategically help them find a new position. Providing them best practices and tools about the market, competition, interview dynamics, interview questions, online branding, job search strategies and other techniques to develop a competitive edge in securing a new job opportunity. Working with clients to create a strong resume and help them enhance interviewing skills by identifying their skills and abilities. Also guide clients through setting up strong LinkedIn Profiles.

## Enterprise Rent-A-Car 1996 to 2020

### 2005 to 2020 Enterprise Holdings On Site Account Supervisor for Wheels Inc

- Supervised a team of 7 onsite employees
- Responsible for hiring training coaching of all employees
- Developed and implemented workflows to achieve client set goals
- Resolved issues for various internal and external clients
- Created training materials and job aids
- Created reports for internal and external clients
- Managed the Enterprise Salesforce queue for Wheels requests
- Performed monthly PDM meetings with employees

### Enterprise Holdings On Site Account Specialist for Wheels, Inc.

- Developed and implemented workflows to achieve client set goals
- Resolved customer service and billing issues for various internal and external clients
- Coached and trained Wheels' New Hires on their rental program
- Managed various team email boxes
- Created training materials and job aids for Enterprise and Wheels
- Created reports for internal and external clients
- Retained and sent invoices copies as requested
- Marketed Enterprise technology products to body shops

### Enterprise Rent-A-Car Account Representative Rental Management Department

- Worked with Allstate Insurance adjustors on various aspects of their rental program:
  - Assisted in getting approval for Insured and Claimant rentals
  - Obtained updated status from shops for additional rental approval
  - Collected various unpaid accounts receivables
- Attended trade shows and marketing events with various insurance companies and Body Shop partners
- Marketed Enterprise technology products to body shops

**Management trainee Program**

- Worked with customers from various business segments from rental pick up to rental return
- Assisted renters in answering questions about vehicles, price, reservations, and billing
- Resolved and address customer complaints
- Marketed Enterprise to local shops, insurance agents, and business about fulfilling their rental car needs.
- Worked Accounts Receivable to get outdated items paid
- Cleaned cars

**Education/Activities/Achievements**

- **Northwestern Fullstack Coding BootCamp**
- Saint Mary's Notre Dame BA International Business and Marketing
- Enterprise Rental Management Certification
- Current President After 5 Bowling League
- Blog Content Creator 1001 Thoughts
- Volunteer Reopen Team Saint Mary's Parish Evanston