**Signature Assignment: Career and Business Project Report**

**Jermaine Merritt**

**BUS110-B221**

**Company 1**

Reliable Services USA LLC.

Residential Plumbing and Electrical Services

Limited Liability Company

Reliable Services USA LLC’s longstanding market presence, family-oriented regional operations, and strategic retail partnerships collectively illustrate a business that balances tradition with innovation and scalability. These dimensions of its business strategy position it effectively within its industry and region.

The Field Operations Manager position at Reliable Services USA LLC stands out due to its blend of hands-on leadership, technical expertise, and strategic planning within a collaborative and respectful company culture.

Position Title

Field Operations Manager

Skills and Knowledge Requirements

Strong leadership and supervisory experience (minimum 2 years) and deep residential plumbing expertise (at least 5 years).

Proficiency in training, coaching, and managing a technical team of Installation Technicians, Apprentices, and Helpers.

Effective communication and collaboration with multiple stakeholders, including HR and executive management.

Ability to perform operational tasks such as payroll evaluation, data analysis, and in-field problem solving.

High self-direction, organization, conflict resolution skills, and the ability to prioritize multiple scheduling and project demands.

Proactive, forward-thinking mindset with a positive and professional approach to team and customer interaction.

Degree and Certification Requirements

Possession or eligibility to obtain within six months a North Carolina (NC) or South Carolina (SC) Plumbing Technician License, Class 1 or 2.

Although not explicitly stated as mandatory, a bachelor’s degree in business, Management, or a related field is often preferred or beneficial in similar roles.

Employment Preferences

Candidates who demonstrate polished service skills, a positive attitude, and the ability to motivate and develop employees are preferred.

Experience in operational management roles within plumbing or installation service settings is valued.

Equal Opportunity Employer, valuing qualifications, merit, and business needs without discrimination.

Interest in Fulfilling the Position

I am interested in this role because it allows me to apply my plumbing experience in a leadership capacity that directly impacts technical performance and team development. The fieldwork and operational management balance align well with my strengths and ambitions to influence business outcomes while nurturing skilled teams. Reliable Services USA’s focus on collaboration, employee development, and quality customer service resonates with my professional values.

Preparation through Current Skills, Knowledge, and CPCC and UNCC Education

My current plumbing skills and knowledge, coupled with the certificates or degrees I am pursuing at Central Piedmont Community College and the University of North Carolina at Charlotte, notably the plumbing courses, provide a solid technical foundation essential for understanding installation processes, standards, and troubleshooting. CPCCs and UNCCs' practical curriculum enhances my competency in plumbing systems and tools, which is critical for hands-on training and performance evaluations required in this role.

Additionally, management and operations-related coursework at CPCC develops my skills in workflow prioritization, conflict resolution, and effective communication, equipping me to meet the leadership demands of the position. These educational experiences complement my hands-on expertise and prepare me to excel in the multifaceted responsibilities of the Field Operations Manager at Reliable Services USA LLC. This preparation ensures I am well-equipped to lead teams, contribute to strategic planning, and uphold the high standards of customer satisfaction the company values.

**Company 2**

Mega Corp Logistic

Concierge Logistic Company

Limited Liability Company

Mega Corp Logistics LLC combines rapid financial growth, advanced logistical technology, and a nurturing workplace culture to drive its success in the competitive logistics industry. These three facets collectively position the company well for continued growth and leadership in supply chain solutions.

The Director, Strategic Business Development position at Mega Corp Logistics is a compelling leadership opportunity focusing on driving new business growth through client relationship building, strategic account management, and contract negotiations. This role aligns with my aspirations to lead impactful sales and business development initiatives within the logistics industry.

Position Title

Director, Strategic Business Development at Mega Corp Logistics

Skills and Knowledge Requirements

The role demands strong business development capabilities specific to third-party logistics, including:

Excellent customer service and communication skills, both written and verbal

Ability to multitask and thrive in a fast-paced, dynamic environment

Entrepreneurial spirit with self-motivation and the ability to take initiative

Strategic thinking for leading account discussions and proposal presentations

Competency in evaluating clients, responding to RFPs, and negotiating contracts

Familiarity with logistics operations and transportation management software

Degree and Certification Requirements

A bachelor's degree is preferred, emphasizing business-related fields such as business administration or logistics.

Minimum of 3 years of experience in freight brokerage or new business development within third-party logistics

While not mandatory, pursuing certifications in business analysis, project management, or logistics-related fields could be beneficial.

Employment Preferences

Candidates with direct experience in the third-party logistics business development

Someone comfortable working with a national sales team and logistics managers

A professional who can manage strategic pricing and contract negotiations

Willingness to be on call and adapt quickly to evolving situations

Interest in the Position

This position intrigues me because it offers a strategic leadership role where I can directly impact company growth by leveraging my client relationship management and negotiation skills within the logistics sector. Working alongside seasoned professionals while contributing to a well-established yet fast-growing logistics company promises both challenge and professional development. The company’s commitment to employee growth and a positive work environment is another motivating factor.

**How My Current Skills, Knowledge, and Education at Central Piedmont Community College and the University of North Carolina at Charlotte Prepare Me:**

Through my coursework in business administration at Central Piedmont Community College and the University of North Carolina at Charlotte, I have gained a solid foundation in core business principles such as management, marketing, accounting, and project management. These areas are critical to understanding the complexities of strategic business development and logistics operations. Additionally, CPCC’s certificate and UNCC programs in project management and business analysis equip me with practical tools to analyze client needs, manage projects effectively, and contribute to strategic planning processes essential for this role. My focus on developing strong communication and leadership skills aligns well with the interpersonal demands of guiding account strategies and collaborating with cross-functional teams in a fast-paced logistics setting.

In summary, my education and evolving skill set from CPCC and UNCC, combined with my enthusiasm for business development within logistics, position me well to thrive as a Director of Strategic Business Development at Mega Corp Logistics. This role would allow me to apply my education practically while growing professionally in an industry I am passionate about

**Company 3**

Mayer Brown LLP

Law Firm

Limited Liability Partnership

Mayer Brown LLP exhibits robust financial growth, strategic real estate investment to bolster key market presence, and a progressive leadership philosophy to enhance compensation and talent management. These factors collectively contribute to the firm’s strong market positioning and sustained success in the competitive global legal industry.

The Human Resource Manager position at Mayer Brown LLP offers a compelling career opportunity with a strong emphasis on leadership in HR activities, specifically within a law firm environment.

Position Titles

The role is designated as Human Resource Manager or Manager: Human Resources, responsible for managing HR functions for lawyers and business services staff, mainly in the Charlotte office, but also found in locations like Palo Alto.

Skills and Knowledge Requirements

Key skills include:

Extensive experience in human resources within a law firm or professional services setting, typically requiring 5 to 8 years.

Strong proficiency in Microsoft Office programs such as Word and Excel.

Abilities in employee performance management, salary administration, and recommending merit increases and bonuses.

Strong written and verbal communication that enables effective engagement with all organizational levels and external vendors.

Knowledge of HR compliance programs and adherence to labor and employment laws are preferred as part of HR governance responsibilities.

Degree and Certification Requirements

This role prefers or requires a bachelor’s degree in a related field. Professional HR certifications such as PHR, SPHR, or SHRM-CP are preferred but not always mandatory.

Employment Preferences

Mayer Brown favors candidates who:

Possess human resources experience in a law firm or professional services context.

They are energetic, talented, and fit well into Mayer Brown’s supportive, diverse, and inclusive culture.

Can grow professionally within a collegial and collaborative environment.

Are comfortable with hybrid work arrangements and ongoing learning through coaching and mentoring programs.

What Makes the Position Interesting

The Human Resource Manager role at Mayer Brown is appealing because it offers:

The chance to operate in a major global law firm with a collaborative culture and a strong sense of unity across diverse client types.

Competitive compensation well above national averages.

A work environment that encourages continuous professional development through formal training and mentoring programs tailored to technical and personal growth.

Opportunities to contribute meaningfully to the organization’s compliance, diversity, and excellence culture.

How Current Skills, Knowledge, and Education from CPCC Prepare Me

Pursuing a relevant degree or certificate program at Central Piedmont Community College and the University of North Carolina at Charlotte aligns well with the role’s requirements by equipping me with foundational HR knowledge and practical skills such as employee relations, legal compliance, and effective communication. The programs emphasize technical competencies and soft skills like leadership and conflict resolution, critical for managing HR in a law firm setting. In addition, CPCCs and UNCCs focus on real-world applications and professional development mirrors Mayer Brown’s commitment to continuous learning and coaching, positioning me to meet the firm’s standards of excellence and adapt effectively to evolving HR challenges.

This combination of education and my developing experience will prepare me to:

Navigate complex HR compliance and labor laws effectively.

Employ strategic employee performance management.

Foster a positive, diverse workplace culture.

Collaborate efficiently across multidisciplinary teams and different organizational levels.

Overall, the Human Resource Manager position at Mayer Brown LLP is an exciting professional opportunity that fits well with my career aspirations, educational background, and commitment to growing as an HR leader in an esteemed legal environment.

The two business functions I chose are managing a small business and laws affecting Human Resources Management. Both functions require attentiveness to internal and external factors to ensure the successful operation of an organization.

**Managing a Small Business: Internal and External Factors**

**Internal Factors**

Managing a small business relies heavily on several internal factors within the organization. Key elements include strong and effective governance, which ensures transparent decision-making and leadership direction. Management capability is crucial, as it influences the company's ability to adapt and pivot according to changing conditions. Organizational structure, company culture, and values strongly shape employee engagement and operational efficiency. Financial management, human capital, and technological capabilities are essential in sustaining business operations and fostering growth. Preparedness for business disputes, mergers, or crisis management is vital to safeguarding business continuity from within.

**External Factors**

Small businesses face numerous challenges and opportunities from the broader environment. Economic conditions, such as market trends and financial stability, affect buying power and access to capital. Political and legal aspects, including regulations, tax policies, and government support, can either enhance or hinder business operations. Technological advancements require businesses to update their capabilities to maintain competitiveness continuously. Social and demographic changes also shape consumer preferences and workforce availability. Moreover, factors like local infrastructure and community support contribute to the external business climate.

**Laws Affecting Human Resources Management: Internal and External Factors**

**Internal Factors**

Within HR management, internal factors like organizational culture and resources significantly influence compliance with HR laws and regulations. A workplace culture emphasizing fairness, employee development, and ethical behavior promotes adherence to labor standards. Access to capable HR management resources, including knowledgeable personnel and adequate systems, is necessary to implement and monitor legal requirements effectively. Internal policies and procedures must align with legal mandates to ensure smooth HR operations and mitigate risks.

**External Factors**

Externally, HR management is influenced by a complex landscape of laws and regulations designed to protect employees and ensure workplace fairness. Key legal frameworks cover workplace discrimination, wage and hour laws, employee benefits, health and safety standards, and labor relations. These laws will vary by jurisdiction and require HR to stay updated on changes and new requirements. Economic factors and societal trends also impact HR practices, as changes in employment law can reflect evolving social expectations and political priorities. Compliance with these external requirements is critical for organizational legitimacy and avoiding legal penalties.

In summary, managing a small business and overseeing laws affecting Human Resources Management demands a robust understanding of the internal capacities and external pressures shaping organizational success. Attention to these factors enables leaders to navigate complexities, capitalize on opportunities, and maintain compliance in a dynamic business environment.

Understanding the business functions of managing a small business and the laws affecting human resources management has given me essential insights into my plan to pursue a master’s in business administration (MBA) at the University of North Carolina at Charlotte. These areas provide foundational knowledge that equips me to handle key aspects of business operations and legal compliance, which are critical skills for my future career in business leadership.

**Learning from Managing a Small Business and HR Laws**

Managing a Small Business involves coordinating various elements such as finances, employee management, and legal compliance, which are vital for running a business effectively. This knowledge will enhance my operational abilities, enabling me to understand the complexities of managing resources, staff, and strategic planning. The function Laws affecting Human Resources Management informs me about essential workplace regulations, including discrimination laws, wage standards, benefits, immigration, and workplace safety. Mastery of these laws ensures that organizations operate ethically and legally, reducing risks related to lawsuits and reputational damage.

Pursuing an MBA will deepen my understanding of these business functions, and I will gain leadership and strategic skills necessary to manage complex organizational challenges. This education will empower me to apply small business management principles and uphold legal compliance in HR practices, which supports my career growth and credibility in the business world.

**Relevant Degree Pursuits Supporting My Future**

Using the Career Coach tool, I discovered that the MBA is the most relevant advanced degree that aligns perfectly with my business administration and leadership career goals. The MBA program at UNC Charlotte offers options to specialize, develop critical business competencies, and adapt to industry-specific challenges, enabling me to become a savvy and effective business professional. This degree will complement my foundational knowledge and prepare me for roles requiring operational management and compliance expertise.

**Personal Reflections on Strengths, Weaknesses, and Learning Style**

**Learning Style**

Based on my learning style assessment, I identify primarily with the visual and reading/writing learning styles. These styles help me absorb information effectively through graphs, notes, and written materials, which suit the coursework and case studies common in business education. Understanding my learning preferences will help me tailor my study habits at Central Piedmont Community College and later in my MBA studies to maximize retention and application of knowledge.

**Personality Strengths and Weaknesses**

My personality assessment highlights strengths such as strong communication, collaboration, and adaptability—vital for leadership roles in business. These traits make me an ideal candidate for managing teams and fostering productive workplace environments.

However, I recognize weaknesses such as occasional overthinking and difficulty delegating tasks. To turn these weaknesses into strengths, I plan to:

- Practice decision-making through time-limited tasks and trust my intuition more often.

- Improve delegation skills by identifying team members' strengths and communicating clear expectations to build trust and efficiency.

**Three Specific Actions to Enhance Employability**

1. Continue Education and Networking. I will invest in my MBA studies and attend industry events and professional organizations to build a strong network that opens career opportunities.

2. Develop Leadership and Communication Skills. Volunteering for leadership roles and improving public speaking will strengthen my ability to lead and influence others effectively in the workplace.

3. Leverage Mentorship: Finding mentors who guide me through career growth and skill development will provide valuable insights and support tailored to my professional goals.

In summary, the knowledge gained from managing a small business and understanding HR laws creates a strong foundation that aligns with my pursuit of an MBA at UNC Charlotte. Combined with personal insight into my learning preferences and personality traits, this will enable me to strategically develop the skills necessary for success in the evolving business landscape.

Mastering the two business functions of managing a small business and understanding laws affecting human resource management has deepened my appreciation for the broad yet interconnected aspects of business leadership. This knowledge directly relates to my higher educational plans. I will transfer to the University of North Carolina at Charlotte to pursue a master’s in business administration (MBA), where these foundational concepts will be pivotal to my studies and future career development.

**Higher Educational Pursuits**

Managing a small business involves overseeing various critical elements such as finance, marketing, employee management, and operational efficiency. Learning about this function highlighted small businesses' complexities and challenges, especially in balancing resources and making strategic decisions. This insight is essential for my MBA studies, where I will refine strategic planning, leadership, and operational management skills to support or lead a business in diverse settings effectively.

The second business function, law affecting human resource management, introduced me to critical legal frameworks that protect employee rights and ensure organizational compliance. Understanding these laws, such as discrimination, wages and hours, and safety regulations, is invaluable. This knowledge supports my goal of becoming an informed business leader who can navigate complex employment laws, reduce organizational risks, and foster a compliant and ethical workplace culture.

Exploring potential degrees through the Career Coach tool confirms that my chosen path of an MBA is a strong complement to these business functions. The MBA program will provide a comprehensive management, leadership, organizational behavior, and business law curriculum, building on what I’ve learned about small business management and HR law. This degree aligns well with my career aspirations to take leadership roles in business, offering opportunities to specialize further in areas such as human resource management, entrepreneurship, or strategic management to expand my expertise and career options.

**Personal Reflections**

Reflecting on my strengths and weaknesses relative to these educational and career goals is essential for success. My learning styles assessment indicates that I am a learner who benefits from a combination of visual and kinesthetic approaches, which helps me absorb complex information by actively engaging with it and using diagrams or real-life examples. This learning style will aid me in CPCC and UNCC coursework and future MBA studies by allowing me to grasp theoretical concepts and apply them practically in projects or case studies.

From my personality assessment, I recognize strengths such as strong communication skills, adaptability, and a collaborative nature—qualities that will serve me well in leadership and team-oriented roles in business management. However, I also identified a tendency towards impatience and occasional overcommitment, which could lead to stress or burnout. To turn these weaknesses into strengths, I plan to practice mindfulness, prioritize tasks effectively, and seek mentorship to improve my time and stress management skills.

To improve my viability as a candidate for prospective employers, I will focus on three specific actions:

Enhance my professional network by participating in business clubs, internships, and industry events.

Build technological proficiency with business software and data analytics tools to stay relevant in the evolving business environment.

Develop leadership and communication skills through workshops, presentations, and teamwork experiences to confidently lead projects and manage teams.

Integrating my knowledge of small business management and human resource laws with a focused pursuit of an MBA will prepare me to excel as a capable and conscious business leader. These reflections and planned improvements position me to thrive in my academic journey and future career.

Understanding my learning style and personality strengths provides a clear framework for success in my future studies at Central Piedmont Community College and the University of North Carolina at Charlotte, and my prospective career opportunities. I recognize how these insights can help me leverage my strengths and address my weaknesses for better workplace performance.

**Learning Style Assessment Reflection**

My learning style assessment shows that I absorb and process information most effectively through methods that suit hands-on, structured, and practical approaches. This aligns well with my realistic and conventional personality traits, which value practical problem-solving and organized environments. At CPCC and beyond, this learning style will benefit me by helping me engage more deeply with course materials through active participation and structured study habits. Understanding how I learn best encourages me to use strategies like organized note-taking, applying concepts in real-world scenarios, and using visual aids to reinforce learning. This tailored approach will support my retention of information, reduce stress, and enhance my academic performance throughout my educational journey.

**Personality Assessment Reflection**

My personality assessment identifies Enterprising, Conventional, and Realistic as my key strengths, lending me specific advantages in the workplace.

**Enterprising Strengths**: I am confident, energetic, and driven, which equips me to take on leadership roles, motivate teams, and embrace challenges. These traits make me well-suited for positions that require persuasion, initiative, and goal orientation.

**Conventional Strengths**: I excel in organized, structured environments where attention to detail and reliability are essential. These strengths support roles that require precision, adherence to processes, and maintaining order in workflows.

**Realistic Strengths**: I enjoy hands-on work and practical problem-solving, making me capable of tackling tangible tasks efficiently. This complements my enterprising side by balancing action with methodical execution.

However, I am aware of specific weaknesses tied to these personality types that could impact my performance if unchecked:

**Enterprising Weaknesses**: I sometimes struggle with impatience or impulsiveness, potentially overlooking details or long-term consequences in favor of quick action. To counter this, I can practice mindfulness, improve my time management, and seek feedback to evaluate decisions more carefully.

**Conventional Weaknesses**: I may resist change or struggle with creativity, limiting adaptability in dynamic environments. To strengthen this area, I will work on embracing innovation by collaborating with creative colleagues and gradually exposing myself to new methodologies, fostering flexibility.

**Realistic Weaknesses**: Sometimes my preference for practical tasks may make me overlook abstract concepts or broader strategic thinking. I plan to improve by engaging in activities that enhance my analytical and conceptual skills, such as problem-solving exercises and strategic planning workshops.

**Three Actions to Improve Candidate Viability**

To become a stronger candidate for employers, I will focus on the following actions:

Develop Leadership and Communication Skills: Building on my enterprising strengths, I will seek opportunities like workshops or mentorship to enhance my ability to motivate others, communicate clearly, and lead projects effectively.

Enhance Technological Proficiency: Since conventional roles often require proficiency in organizational tools and software, I will improve my skills in platforms such as Microsoft Office, project management, and data systems through training and certification courses.

Demonstrate Adaptability and Lifelong Learning: I will commit to continuous self-improvement by embracing constructive feedback, experimenting with diverse problem-solving approaches, and maintaining an open mindset toward change and innovation, which will help balance my natural tendencies and increase my workplace resilience.

By combining these reflections with targeted efforts to grow, I am confident that I will maximize my learning potential at CPCC and UNCC and position myself as a well-rounded and capable candidate in my future career endeavors.