



Michael A. Innella

Charismatic and knowledgeable professional seeking to leverage skills and abilities in an organization where I can display an outstanding ability to plan, operate, multitask, organize, coordinate, and implement practices and procedures to bring significant improvement in processes and sales towards the successful attainment of the goals.

HIGHLIGHTS

- Entrepreneur
- Self-Learner
- Sales Enablement
- Management
- Customer Success Management
- Business Operations
- Project Management
- Organizational Skills
- Critical-Thinking Skills
- Strong Work-Ethic
- Upsell
- Leadership

EMPLOYMENT EXPERIENCE

Tire and Lube Technician | Howard's Motor Corp | December 2022 - June 2024

- Change oil and other preventative maintenance services, change tires, flat repairs, make recommendations, resurface brake rotors, exhaust welding.

Hood Technician | Grease Monkey | August 2022 - November 2022

- Responsible for relaying relevant information to customers, identifying mechanical problems, service in the form of oil changes, tire replacements, tire plugs, radiator flushes, fuel system cleanings, and filter replacements.

Amazon Seller | Amazon | December 2021 - July 2022

- LLC business owner focusing on resale of products as a source of passive income

Sous Chef | Hill Cafe | March 2021 – December 2021

- Customer-facing chef, responsible for resolving customer issues, order fulfillment, scheduling staff and menu organization.

Line/Prep Cook | Server | Poe's Pub | October 2020 – February 2021

- Rebuilding and fixing outdated equipment and incorporating standard operating procedures for business efficiency.

Roofing Technician | Gelardi Enterprises | October 2019 – January 2020

- Contract-based role with responsibilities for leak investigation, roof and exterior repair, and project management of orders.

Business Operations Specialist | Genesis Consulting | 2018 – 2019

- Manage social media accounts, draft and edit website content, write press releases and assist with formatting documents, configuring computers, manage storage, review expense reports, answer and direct phone calls.



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Richmond, VA

EDUCATION

Oakley High School
Oakley, Utah
2011

Cosmic Academy
Remote
2024