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## Objective

Seeking a position with a strong company to achieve and exceed professional and personal goals.

## Area of Expertise

Customer Satisfaction  
Inventory control  
Product expertise  
Product launches and sales  
Safety and quality Assurance  
Payroll  
Forecasting  
Microsoft 365  
CPR certified  
Employee training

## AWARDS

Greater Sarasota Chamber of Commerce  
Excellence Award

## EDUCATION

State College of Florida  
Bradenton, Florida  
Associates of Arts Degree

Sarasota Technical Institute  
Sarasota, Florida  
Business Technology Diploma

## Professional Experience

**United States Post Office**  
**10425 South Orange Ave**  
**Orlando, FL 32834**

**Mail Handler seasonal position**

**November 2021 - January 2022**

- Organize and separate the mail according to USPS protocol
- Training and completion of all USPS machines and equipment
- Distribute mail to carriers
- Load and unload all mail and packages
- Communicate with courier services

**Armstrong Air and Heat**  
**671 Business Park BLVD #104**  
**Winter Garden, FL 34787**  
**Superintendent**

**March 2021 - September 2021**

- Managed a crew of 10 or more sub contractors
- Collaborate with building inspectors and fire marshals for final building inspection
- Administrative tasks included scheduling, forecasting, inventory and deliveries
- Maintained safety and ongoing training
- Meet and exceed deadlines
- Daily communication with all departments on site
- Work with all team members to execute tasks daily, weekly and monthly
- Ability to resolve all problems with quick and positive resolutions

**Town Park, LLC**  
**Hilton Buena Vista Palace Hotel and Spa**  
**1900 East Buena Vista Drive,**  
**Buena Vista, FL 32830**  
**Account Manager**

**September 2018 - March 2020**

- Managed employees to achieve client standards
- Administrative tasks include forecasting, scheduling, payroll and financial reports
- Monitor and encourage recertification with team members
- Encourage and assist in training team members
- Strong communication with all Hilton management departments

**Publix  
Orlando, FL  
Lead Deli Associate**

**January 2018 - July 2018**

- Team leader for deli department
- Maintained product inventory, stocking of all foods and product
- Handled daily sales and promotions
- Training of all equipment
- Exceed customer service exceptions
- Knowledge of all products
- Boars Head Certification
- Certification on food handling and safety

**Performance Auto Mall, LLC  
269 Aulin Ave  
Oviedo, FL 32765  
Manager of Transportation**

**May 2017 - December 2017**

- Communication with state dealerships for scheduling, maintenance, product pick up and delivery to the state of Florida
- Respond to and resolve complaints and problems
- Daily management of logistics for five mobile trailers
- Manage warehouse inventory and records
- Monitor and manage budgets
- Maintained accurate transportation routes

**Ruth's Chris Steak House  
Sarasota and Orlando, FL  
Columbus, OH  
Trainer, Key Employee, Server, Bartender**

**June 2009 - May 2017**

- Worked with management assisting in ordering, inventory, forecasting, payroll and projects
- Head Trainer for all staff and new hire management
- Completed the Ruth's Chris Management Leadership Program
- Utilized team building, mentoring and conflict resolution in performance of duties
- Knowledge of all products including: wine, alcohol and food
- Customer Service
- Delivered customer excellence
- CPR and Fire training protocol

**Reference available upon request**