

DAVID SCHERREY III

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Professional, strategic, and self-driven manager with more than two years of administrative and managerial experience at 5 Star Carpet Cleaning. Exceeded growth and profitability goals through effective planning, promoting, organization, and solution-oriented approach. Authentic leader and critical thinker with the ability to motivate and create inclusive working environments.

PROFESSIONAL EXPERIENCE

5 Star Carpet Cleaning **Operational Manager**

September 2019 – Present
Auburn, WA

- Developed innovative solutions for business outreach and increased brand awareness. Developed, designed, and launched a new website, resulting in new customers, lower customer acquisition cost, increased sales, and more online submissions.
- Led and onboarded a team of three professional carpet cleaning technicians and adopted a compensation structure to reward high performers with strategic initiatives, resulting in at least 225 appointments monthly.
- Expanded comprehensive individual client and feedback records to provide personalized customer service, resulting in 20% higher sales and improved customer satisfaction.
- Balanced, analyzed, and evaluated business financials and inventory to ensure efficient and productive day-to-day operations.

EDUCATION

University of Washington Tacoma **Bachelor of Arts in Business Administration** Minor: Applied Computing

Anticipated Graduation: Autumn 2021
Tacoma, WA

Relevant Coursework: Managing the Workforce | Negotiation & Conflict Management | Data Management & Data Analysis | Effective Managerial Communications | Interpersonal Skills | Managing Organizations | Legal Issues for Business | Managerial Accounting

PROJECTS

SKILLS

- Computer Skills: Database Management, Python, R, HTML/CSS, PHP, MySQL, Visual Studio
- Microsoft 365 (Word, Excel, PowerPoint, Outlook, Access), AWS Management Console
- Certifications: Microsoft Azure Fundamentals and Amazon Web Services (AWS) Certified Cloud Practitioner