

Business Development / EQH&S Manager Business Development / EQH&S Manager Business Development / EQH&S Manager - IT Recycling Group Pflugerville, TX obtain a dynamic, challenging position that not only contributes to the goals of the business, but allows me to utilize the 10+years of Recycling and EQH&S knowledge gained from supporting recycling and other various successful global companies.

Work Experience Business Development / EQH&S Manager IT Recycling Group - Georgetown, TX June 2018 to Present Responsible for all aspects of EHS program. Developed a safety-sustainability program with an annual goal of reducing on-site hazards Responsible for account development, assessing client needs, and identifying solutions Manage account relationships, contract negotiations, sales, pricing, billing, and logistics Collaborate with cross-functional teams to improve customer service experience Lead planning, strategy, proposal process, and bid preparation Perform market research on competitive landscape and industry trends Train and mentor new sales representatives

Co-owner / Founder Crown Compliance Consulting - Austin, TX March 2018 to Present Conduct inspections of occupational incidents, injuries, and property damage for safety review compliance Provide technical advice, coaching, guidance and mentoring to employees on following safety initiatives and making necessary changes Provide training and materials assistance to ensure safe and healthful work practices Monitor compliance with OSHA, ISO, & R2:2013 (Responsible Recycling) standards including health and safety statutes and regulations, by updating the current safety program into a new, comprehensive safety program Responsible for all emergency procedures and emergency response plans

Engineering / Project Manager Resale Resource Corporation - Austin, TX January 2015 to February 2018 Troubleshoot production processes to identify the root cause of problems and effectively resolve the issue preventing a work stoppage Designed, developed and implemented appropriate countermeasures to improve quality, productivity and safety for cost efficiency and optimal customer service Addressed problem reports and CAN's and track the entire process through to completion Issued process control sheets or process change information to prepare for new production requirements Prepared project documentation, deliverables, finances, resource allocations, and status Responsible for budgeting and forecasting, expense reporting, risk management, status

reporting, and execution   Developed strategy and architecture for clients in alignment with business plans   Collaborated with participants to determine project timeline   Accounted for complete project lifecycle from inception to closure

IT Support Representative - (Escalation Tech) Balance Staffing - Lowell, MA May 2014 to January 2015   Resolved 250+ weekly customer inquiries via phone, consistently exceeding targets   Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%   Achieved 97% average customer satisfaction rating to date, surpassing team goal

Small Business Owner WilCo PC Repair - Hutto, TX January 2010 to January 2015   Provided timely support for hardware, software and network-related issues, responding to and solving ~40 weekly customers   Automated data backup processes, increased network security and saved company's and customers time, revenue, & resources   Created, modify and delete user accounts in Active Directory   Created P&L for the company

Technology Department Lead IT Recycling Group - Hutto, TX December 2012 to May 2014   Implemented maintenance and enhancement requests   Collaborated with customers and vendors to ensure high-quality products that adhere to schedule timelines and meet budget guidelines   Developed design documents, user guides, maintenance documents, project documentation, and release documents   Liaison between internal and external team members and customers

Education A.A. in INFORMATION TECHNOLOGY University of Phoenix - Phoenix, AZ 2006 to 2010

Skills Account Management (3 years), Brand Management (5 years), Conflict Management (5 years), Contract Negotiation (5 years), training (10+ years), CPR (10+ years), EHS (5 years), Osha (5 years), Management (10+ years), Safety (5 years), audits (5 years), Security (5 years)

Certifications/Licenses A valid IT Specialist certification

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