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*Seeking a position that provides an opportunity for growth and development.*

- ❖ Over 20+ years of customer service, sales, call center and automotive parts experience.
  - ❖ Strong ability to understand system of mechanical procedures and technical manuals.
  - ❖ Excellent inter-person skills, ability to work well with others, in both supervisory or support staff roles.
  - ❖ Ability to multi-task in a fast paced, high stress environment and maintain high work quality.
  - ❖ Proficient in Microsoft Word; Excel; PowerPoint; Outlook; Lotus Notes; Internet browsers; and other various software applications; typing ability: 40+ wpm.
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## CAREER HIGHLIGHTS

### PERSONAL PROPERTY MANAGER

**Property Manager, Jun. 2007-Present:**

- Maintain overall appearance of homes property by using various equipment and or machinery such as lawn mowing equipment, forklift, front-loading tractor, power tools, saws, sanders, paint sprayers, pressure washers, ect.

### PACIFIC RIM and TRIM INTERNATIONAL

**Territory Manager, Oct. 2009 – Aug. 2010**

- Customer service and sales, answering incoming calls, processing customer orders, catalog researching of aftermarket automotive accessories.
- Responsible for maintaining and increasing sales in 18 U.S. states and Canada.
- Research potential prospects to increase customer base within specified territories.

### IBM/GENERAL MOTORS

**Data Security Manager, Jan. 2006-Jun. 2007:** *Consult with General Motors executives on high level issues regarding ID maintenance/security, improving processes, audits, and outage escalations to improve efficiency.*

- Continuation of job duties previously performed under new General Motors contract.

### SITEL/GENERAL MOTORS

**Resource Manager, Nov. 1999-Jan. 2006:**

- Responsible for over 2500 General Motors and IBM employee IDs and systems including creation, deletion, termination and PC maintenance.
- Perform monthly, bi-annual, & annual audits following all business guidelines & requirements.
- Technical support for desktop hardware/software, application testing, outage escalations, troubleshooting, software delivery, and special needs equipment for employees
- Correspond with Command Center, GM Managers, Site Directors, Operation Managers, and Team Managers to coordinate resource allocation percentage & ensure call volume allocation is distributed appropriately between three GM/SITEL call centers based upon business needs.

### DRAKE SUPPLY CO.

**Manager, Feb. 1995-Jan. 1999:**

- Customer service/sales, warehouse set-up, inventory purchase/control, warranty claims, catalog research, train employees, and accounting for a heavy-duty truck parts warehouse.
- Develop a controlled warehouse, achieve accurate computerized inventory, apply cost effective inventory control procedures, and eliminate excess & obsolete parts to reduce inventory expense.
- Conduct inside/outside sales to meet assigned objectives and increase customer base.

- Create and repair hydraulic hoses, air conditioning hoses and speedometer cables for light and heavy-duty equipment.
- Shipping/receiving, forklift operator.

#### **ABACUS PICKUP PARTS AUTO WRECKING**

**General Manager, Mar. 1987-Jan 1995:**

- Customer service, sales, Warehouse setup, inventory purchase/control, warranty claims, & catalog research.
  - Staffing, new hire training, scheduling, payroll, supervising, and disciplinary actions.
  - Advertising/promotions, accounting, monthly and semi-annual inventory audits, develop controlled warehouse, accurate computerized inventory, apply cost effective inventory control procedures.
  - Dismantle and inventory all parts removed from vehicles, disposed of batteries, oil, radiator fluid in accordance with state law and local laws.
  - Shipping/receiving, forklift operator.
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