David Ross

rossracing@sbcglobal.net • Carlsbad, CA, 92009, US • (760) 224-2056

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|  | **Customer Service Professional** |  |
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Service-oriented and customer-centric professional with wealth of knowledge and experience in customer service, business management, and volunteering operations. Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line, and turnaround of underperforming operations. Talented communicator focused on building productive relationships with teams, clients, and partner networks. Intuitive business acumen and analytical mind-set used to uncover profitable opportunities, develop action plans, and seize on competitive ad-vantages.

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| * Strategic Planning & Execution * Training & Development * Market Trends Analysis | * Time Management * Revenue Growth * Business Management | * Customer Service * Effective Communication * Conflict Resolution |

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|  | **Career Experience** |  |
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**Volunteer**, Daybreak Community Church, Carlsbad, California 2017 to 2019

Played a key role as volunteer at Daybreak kids’ zone during worship hour. Held key accountability for rolling out small groups of children as well as arranging youth activities.

* Maintained effective coordination with kids and supported in their activities.

**Volunteer Assistant Coach**, Carlsbad Pop Warner 2018 to 2019

Scheduled and monitored practice sessions, maintained training equipment, and organized team events. Promoted strict adherence with safety rules and regulations.

* Built positive and achievement oriented team environment.
* Credited for delivering quality coaching by motivating the ability of the team members.

**Managing Director**, Rental Property, Carlsbad, California 2001 to 2014

Planned, designed, and streamlined entire rental property business operations, ensuring attainment of set business objectives. Administered all significant challenges associated with new business generation, team leadership, profit maximization, and customer success.

* Expanded market reach and customer base by creating strategic alliance with key clients.
* Identified prospects and generated referrals for business opportunities.

Additional Experience: Job Title R&L Industries | Managing Director for Sharper Image Mobile Detail

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|  | **Education** |  |
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California State University San Marcos