

BRIAN DE LA CRUZ

Queens, NY | brianmdelacruz@gmail.com

PROFESSIONAL EXPERIENCE

Enterprise Rent-A-Car Management Assistant

Astoria, NY
November 2017 – Present

- Manage, train and mentor a team of employees in day-to-day branch activities while implementing effective operational plans to promote an increase in sales, operation efficiency and customer satisfaction.
- Responsible for increase in growth through active marketing, aggressive sales tactics, and business development meetings with existing and prospective clients.
- Encourage employee development by analyzing reports and generating spreadsheets to track individual sales performance, sale leads, weekly goals, and company matrix rankings.
- Consecutively attend Elite Club through being ranked Top 10% in protection product sales in the area.

Healthplex, Inc. Credentialing Specialist

Uniondale, NY
August 2016 – November 2017

- Called over 50 medical and dental offices daily and built relationships with office managers, professional medical staff and a variety of healthcare professionals to ensure compliance with established licensing regulations.
- Developed and executed a performance improvement program that increased productivity and efficiency by 200%.
- Received recognition for consistently meeting department quarterly goals and having strong teamwork skills by collaborating with other specialist.

United Airlines Flight Attendant

Newark, NJ
June 2016 – June 2017

- Completed two month rigorous training course learning valuable customer service and conflict resolution skills
- Awarded 'Be the Solution' award for outstanding problem solving skills and teamwork abilities
- Awarded class valedictorian for receiving and exam average of 99.29%

LEADERSHIP EXPERIENCE

Chi Phi Fraternity President

Plattsburgh, NY
August 2015 – May 2016

- Collaborated with the executive board and other campus organizations to create events that enhance discussion, involvement, and leadership throughout the campus.
- Communicated with members, the executive board, and the national organization to ensure a progressive chapter development.

EDUCATION

State University of New York at Plattsburgh Bachelors of Science

Plattsburgh, NY
August 2016

- **Major:** Biochemistry
- **Minor:** Psychology, Spanish