

CODI B. TITUS

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OBJECTIVE

Hard working and highly motivated business management student with proven leadership and organizational skills seeking to apply my abilities and experience to a position in Project Management. Looking for entry-level Project Manager positions to further my knowledge, proficiency, and career achievement goals.

HIGHLIGHTS OF QUALIFICATIONS

- 12 years' combined experience in the customer service and management fields
- Increased revenue through process and organizational improvements
- Customer and client relation building
- Accustomed to high-volume fast-paced projects and environments

PROFESSIONAL EXPERIENCE

Manager, Coin Jam (Salem, Oregon) · Jul '13 – Apr '17

- Managing a team of skilled individuals to drive Best In City service
- Consulting leadership on operational performance, marketing strategy, and business process
- Strategic development, tactical planning, and inspection on performance execution
- Project management for launches of products, systems, and policies
- Addressed customer escalations leading to process improvement
- Maintaining and managing business processes for performance, hiring, and education

Manager, Ground Floor Cafe (Newcastle, Australia) · June '12 – June '13

- Facilitated training, education, and coaching for new and existing employees
- Service improvement process specialist in charge of driving up customer satisfaction
- Inventory management and maintenance
- Revenue generation and customer loyalty focused leadership
- Providing strategic direction for both long and short term objectives

Administrative Assistant, Nordstrom (Portland, OR) · Oct '07 – Aug '10

- Managed documents and files
- Scheduled core meetings and events
- Assisted HR in various daily operations
- Prepared business agendas, presentations, and more

Secretary, VCA Animal Hospital (Salem, OR) · Feb '06 – Oct '07

- Tracked and maintained client accounts
- Schedule and organized appointments
- Receptionist like duties
- Assisted in saving animals lives

EDUCATION & CERTIFICATION

- Portland Community College, business administration and project management (Completion: Winter 2017)
- PMI Certificate (Completion: Spring 2018)

PROFESSIONAL REFERENCES

Available upon request.