

# **Carlton V. Carpenter**

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## **OBJECTIVE**

To pursue an Assistant Manager position

## **HIGHLIGHTS OF QUALIFICATIONS**

- ☐ 6+years of successful experience in the cemetery sales and customer service.
- ☐ 12+years of successful experience in full lifecycle recruiting.
- ☐ Strongly self-motivated, enthusiastic and committed to quality service and attainment of set goals.
- ☐ Boundless energy, capable of adopting a number of roles simultaneously: swift and agile.
- ☐ Superb mentor, inspirational leader that inspires employees to maintain peak performance and productivity levels while simultaneously maintaining high morale across the board.
- ☐ Exceptional communication and interpersonal skills. Easily establishes rapport with others.
- ☐ Well organized and detail oriented. Strong skills in organizing workflow, ideas and people.
- ☐ Reputation for professionalism and competence. Mature, trustworthy, reliable and willing to work.
- ☐ Computer proficiency in Microsoft Word, Excel, WordPerfect, Q-Wiz testing and training software, Resumix, EZ Access, Searcher, BullHorn, PC and Mac computers.

## **RELEVANT EXPERIENCE**

### **Marketing and Sales**

- ☐ Sold cemetery sites and services successful both at need and pre-need.
- ☐ Captured and successfully maintained a one million dollar desk and 1100 hours.
- ☐ Performed inside and outside sales.
- ☐ Performed research, identified market and developed needs analysis.
- ☐ Sold individual and group travel packages. Negotiated group volume discounts.
- ☐ Developed ideas for creating new business, prioritized work projects.
- ☐ Gathered information in preparation of proposals and bids.

### **Staffing and Recruiting**

- ☐ Recruited and placed professionals, federal, local government and administrative staff.
- ☐ Conducted 6 to 8 interviews daily, thoroughly and professionally.
- ☐ Selected associates for assignments through careful screening and excellent understanding of client needs.
- ☐ Maintained an accurate and detailed record of each employee in a customized database, including test results, references, and employment information.
- ☐ Placed ads for specialized positions via the Internet.
- ☐ Provided responsive and effective customer service to all clients, addressing all queries and concerns.
- ☐ Negotiated fees related to employees, pay rates, markups, and liquidation fees.
- ☐ Screened potential employees via the phone and resume.
- ☐ Directed candidates through the application process, and answered all questions regarding interviews, future employment, and benefits.
- ☐ Performed reference checks in a timely and effective manner.
- ☐ Searched Internet, visited specialized school and talked to various organizations to uncover the best and the most qualified applicants.

- ❑ Provided mentoring and job coaching for temporary and permanently placed employees.

#### **Business Management**

- ❑ Helped to coordinate recruiting strategies through job fairs, open house and monthly networking affairs.
- ❑ Managed and supervised over 25 database management staff.
- ❑ Administered and managed the Disaster Case Tracking System Database for the September 11 Family Gift Program and Emergency Maintenance Assistance Program.
- ❑ Helped to develop and managed a successful temporary help service, including market research, marketing and sales, customer service, budget attainment and staff supervision and development.

#### **Client Relations/Communication**

- ❑ Maintained excellent client relationships, securing trust and confidence through providing complete, accurate, timely and courteous service. Generated a high level of client referrals and repeat business.

#### **Bookkeeping and Accounting**

- ❑ Processed accounts payable, receivable and payroll. Performed collections.
- ❑ Accurately completed and maintained bookkeeping and financial reports.

#### **Office Management and Support**

- ❑ Handled cemetery families disputes and discrepancies professionally.
- ❑ Reported to corporate president of temporary help firm.
- ❑ Directed and supervised staff of professionals in providing full range of human resources services.
- ❑ Oversaw functional responsibility for human resource planning, internal/external staffing, organizational development, and wage/salary administration.
- ❑ Managed and coordinated all aspects of office, including administrative and financial matters.
- ❑ Supervised, trained and motivated office support staff.
- ❑ Trained and taught staff in business office and telephone etiquette.
- ❑ Professionally handled any payroll or staffing disputes.
- ❑ Produced weekly and monthly staffing reports.
- ❑ Staffed and directed major hiring effort requiring the recruitment of temporary and permanent office support staff.

### **EMPLOYMENT HISTORY**

#### **Assistant Manager**

The Catholic Cemeteries of the Archdiocese of Washington, Inc., Clinton, MD • 03/10 – Present

#### **Senior Staffing Consultant**

Graham Staffing Services, Washington, DC • 06/08 – 11/08 (layoffs)

#### **Manager**

Bookmarks By Arod, Washington, DC • 09/06 - Present

#### **Staffing Manager**

Friends Financial and Accounting, Silver Spring, MD • 08/05 – 08/06

**Family Service Counselor**

National Harmony Memorial Park, Landover, MD • 11/03 – 08/05

**Temporary Assignment**

Spherion Staffing Services, McLean, VA • 11/01 – 06/02

**Consultant/DBA**

The American Red Cross (11/01 - 06/02) Temp-Spherion

**Account Executive/Recruiter**

Hunter's Professional Services, Adelphi, MD • 03/01 - 10/01

**Recruiter**

The HR Source, Lanham, MD • 10/00 - 03/01

**Search Consultant (Accounting and Finance)**

Spherion Staffing Services, Washington, DC • 11/97 - 09/00

**Travel Consultant**

AROD (CBD) • Washington, DC • 11/94 – 11/03 (pt)

**EDUCATION**

District of Columbia Teachers' College • Math/Music

**COURSES COMPLETED**

Management Techniques & Customer Service