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EDUCATION:

Ohio University

Athens, Ohio

Bachelor of Science, Geological Sciences

Graduated: 2010

United Parcel Service

Columbus, Ohio

09/2020-Present

Position: Part-Time Supervisor

- Supervise and train employees effectively in areas of safe work methods and job functions.
- Perform assigned tasks and maintains proper safety conditions.
- Conduct company audits.
- Review safety and production reports with employees and management.
- Determine employee training needs to produce continuous development plans.
- Provide feedback and support to hourly employees.
- Conduct performance evaluations and resolve individual and group performance issues.

LANDSCAPE MAINTENANCE EXPERIENCE:

Peabody Landscape Group

Columbus, Ohio

06/2018-06/2020

Position: Residential Maintenance Account and Production Manager

- Directly responsible for all residential company accounts.
- Work with clients to maintain and enhance landscapes for estate homes in the Columbus, Ohio market and surrounding areas.
- Oversee daily production of staff to ensure client expectations are met and ensure that the company is performing services to the highest standard.
- Meet with homeowners throughout the landscape season to discuss landscape goals, expectations, and maintain personal relationships with customers.
- Address any performance issues and customer concerns
- Responsible for new client sales in a non-commission-based environment as well as retaining current customer contracts.

Peabody Landscape Group

Columbus, Ohio

01/2018-06/2018

Position: Commercial Maintenance Account Manager

- Directly responsible for all commercial company accounts.
- Retain existing customers by providing excellent service and maintaining high quality relationships.
- Pursue potential new customer leads. Present the company and provided services in a professional, well-rounded and positive manner. This includes creating competitive maintenance contracts that are beneficial both to the customer and to the company.
- Oversee and directly respond to all customer issues as they are relayed to production managers and crew leads. Problem solve to ensure prompt resolution.
- Co-create service schedules with production manager.
- Suggest and sell landscape enhancements to existing clients.
- Meet with client community boards and property managers on a monthly/annual basis to discuss and ensure community needs are being met.

Peabody Landscape Group

Columbus, OH

01/2017-01/2018

Position: Commercial Maintenance Production Manager

- Supervision and management of all employees within Commercial Maintenance Division of the company.
- Responsible for scheduling services for clients per contract stipulations.
- Over-see all aspects of job-site performance from start to completion.
- Work with staff to maintain a high level of productivity and quality work through in-field supervision and job-tracking software.
- Responsible for all time-keeping activities of field employees. Ensure accuracy of reported hours and monitor overtime as necessary.
- Provide conflict resolution as needed for staff. Maintain a professional and un-biased demeanor.
- Hire and terminate employees in HR system as necessary.
- Communicate with customers to resolve issues as they pertain to job performance or damages caused during services. Provide prompt resolution.

Peabody Landscape Group

Columbus, OH

02/2013-01/2017

Position: Commercial Maintenance Foreman

- Supervision and management of 4-8 employees on job sites.
- Perform weekly scheduled mowing and bed maintenance on both commercial and residential properties.
- Function with considerable autonomy and decision-making authority including determining which issues are to be communicated to upper management.
- Ensure staff productivity and high quality of work. Provide conflict resolution when necessary.

- Excellent interpersonal skills; ability to get along with diverse personalities; exhibit tact, professional attitude, maturity and flexibility.
- Pruning, bed edging, mulching, operation and training of zero-turn and walk-behind mowers as well as small machinery including trimmers, edgers, and backpack blowers.
- Landscape construction experience includes planting small material and large trees. Operation of skid-steer and front-end loaders for hauling, grading and planting purposes.
- Operation of light and heavy duty trucks, both manual and standard.
- Winter experience includes operation of an international truck with salt spreader as well as snow removal with a bobcat, front-end loader and truck plow.
- Mechanically experienced in mower maintenance and repair.

CUSTOMER SERVICE AND OTHER SUPERVISORY EXPERIENCE:

Jason's Deli

Grandview Heights, OH

08/2010-02/2013

Position: Manager

- Oversight of 15 to 20 food production and customer service employees.
- Create staff schedule.
- Monitor inventory and conduct food ordering.
- Complete payroll and new hire paperwork.
- Ensure customer satisfaction, including quality of product and service.
- Train new employees and managers.
- Coordinate logistical support and operations of facility, including ensuring cleanliness and proper maintenance of equipment.