

# Radames Laboy

## Regional Manager Tax Collection

Willingboro, NJ - Email me on Indeed: [indeed.com/r/Radames-Laboy/0a528c207bebf387](https://www.indeed.com/r/Radames-Laboy/0a528c207bebf387)

Highly organized and detailed oriented supervisor with sales experience, seeking a position where I can utilize my skills to help a company achieve their challenging goals while meeting set guidelines.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Housekeeping Supervisor

Master Corps - Orlando, FL - May 2015 to Present

##### Responsibilities

Inspects work for conformance to prescribed standards of cleanliness.

Investigates complaints regarding housekeeping service and equipment, and takes corrective action.

Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.

Coordinates work activities among all housekeeping departments.

Conducts orientation training and in-service training to explain policies, work procedures, and to demonstrate use and maintenance of equipment.

Inventories stock to ensure adequate supplies.

#### Regional Manager Tax Collection

Government Center - Ponce, PR - June 2008 to May 2015

Responsible for supervision of staff that manage real state and businesses tax collection. Ensure all employees followed processes to make sure that the agency stayed within the established guidelines set by the state.

Communicated with taxpayers and their representatives via mail, phone and in person in order to resolve billing, collection and tax-related issues. Maintained an excellent report when assessing customer needs.

In charge of creating reports that measured performance of individual staff members and agency's overall weekly performance.

#### Head Teller Supervisor

Villa-Coop Credit Union - Villalba, PR, US - June 2006 to June 2008

Lead Teller overseeing the development and enforcement of business and operational policies. Developed and implemented the formulation of operational procedures, monitored and assessed workflow.

Handled employee conflict resolution, managed scheduling and made scheduling changes based on employee availability. Primary person in charge of keeping accurate records of the bank's main safe. Created weekly detailed reports that measured the banks performance

Principal supervisor responsible for accurately keeping records of the credit union's main safe. Created and delivered weekly balance sheets and achievements.

### **Accountant Clerk**

Caribe Hydro-blasting Environmental Group - Ponce, PR - February 2005 to June 2006

Performed general accounts payable functions including high-risk audits. Created budgets, forecasted short and long term sales for the management group.

Research and identify over/under charge through review and analysis of vendor's aging reports and verify and reconcile payment for entry into accounting system.

Coordinated monthly payroll functions for 50+ employees. Prepared company accounts and tax returns for audit.

### **Store Manager**

MoviStar - San Juan, PR - November 1998 to February 2005

Recruited, hired, trained, developed and directed sales team. Oversaw client relations, new account development and customer service.

Supervised administrative functions, inventory, cash flow, merchandising, and operations. Conducted ongoing staff development and personal growth planning for employees.

Developed innovative and effective marketing program to meet and exceed store's sales quota. Successfully managed one of the highest producing wireless dealer locations in the region.

## **EDUCATION**

### **Masters in Business Administration / Management**

Turabo University - Ponce, PR

June 2007

### **Bachelors in Business Administration/ Accounting**

Interamerican University of Puerto Rico - Ponce, PR

June 2002

## **SKILLS**

Management (10+ years), Supervisor (10+ years), Leadership (10+ years)