

Dania Garrett

Office/Customer Service & Retail Sales Manager

Wrightstown, NJ

daniagarrett7@gmail.com - 732-912-1931

Energetic and resourceful Office/Customer Service Retail Sales Manager with 10 plus years experience in fast paced service industry environment. Friendly and adaptable with a take charge attitude, driven to deliver excellent office/customer support services. Seeking long term position with room for advancement and personal growth.

WORK EXPERIENCE

Office/Customer Service Manager

Express HVAC & Appliance Service - Township of Howell, NJ -

March 2013 to Present

Manage a wide variety of customer service and administrative tasks for busy family owned HVAC, Appliance Repair and Used Appliance Showroom serving central, south NJ & Bucks County PA.

Responsibilities include: All aspects of Office/Customer Service Management and Retail Sales Teams including meet and greet for showroom sales and reception.

Manage AR/AP, invoicing, collections, bank reconciliation, month end, yearly close out

Schedule estimates, installations, repairs, inspections, maintenance programs for new/existing customers

Prepare, design bids for commercial, residential HVAC installations

Obtain all necessary permits from various townships, municipalities to ensure compliance with state laws and codes

Ensure all installations/repairs are completed in a timely fashion and within budget.

Consulting with customers after contract signing and installation or repairs to resolve problems and provide ongoing support.

Handle customer inquiries & complaints by acting as a liaison between sales, technical service and installation teams.

Smart Serve, Dispatch.me, Quick Books, MS Word, Excel, AIA, Virtual GPS, e-commerce

Customer Service Manager

Western Pest Control - Jersey City, NJ -

September 2005 to October 2012

Supervised and coordinated daily activities for office/sales staff for pest control services in NYC, 5 boroughs and northern New Jersey.

Hiring, drug testing, background checks, reviewed employee performance, developed improvement plans,

dismissals, payroll (ADP)

Responsible for scheduling office staff, sales team

Performed comprehensive training & safety programs for new and existing employees, conducted coaching and motivational sessions with sales force

Resolved customer issues in a timely manner, reviewed customer feed back to improve operations.

Designed/implemented programs to improve customer service and employee relations.

Met deadline and budget requirements by proactively managing AR/AP team activity.

Prepared budget and sales reports for monthly review by the Directors of Operations.

Maintained vehicle documentation including maintenance logs and inventory reports. Conducted weekly

truck inspections to ensure safe chemical storage

PestPac, ServicePro, Excel, Power Point, MS Word, Virtual Supervisor

ADDITIONAL INFORMATION

Skills

Strong client relations Exceptional interpersonal communication

Proficient in cash management Skilled trainer

Creative problem solver Inventory control

Exceptional communication skills Microsoft Outlook, Word and Excel

Excellent time management skills