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Branch Manager highly skilled at managing four businesses. Organized and detail-oriented with more than 10 years experience in customer service and office management. Above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale.

## Skills

- Goal-oriented
- Strong team-builder
- Sales Professional
- Knowledge of Equifax, Experian & TransUnion Credit Bureau Engine
- Organized
- Excellent time management skills
- Data entry
- Strong account analysis skills
- Detail-oriented & Attention to detail
- Account reconciliation
- Payroll & budgeting
- Microsoft Word/Excel
- Intuit QuickBooks/Pro
- Workwave/Pestpac software
- Credit & Collections processing
- Credit adjustments
- Delinquent account management
- Expertise in invoice & payment transactions
- Team leadership
- Customer & client relations
- Multi-line telephone systems
- Workers' compensation knowledge
- Filing & data archiving
- Empowering high-performing sales teams

- Researched sales lead
- Coaching & mentoring
- Strong interpersonal & communication skills
- Networking skills
- Employee training & development
- Works well under pressure
- Multi-lingual (English, German, Turkish. Swiss German)

## Work History

**Branch Manager**, 05/2012 to Current

**The Bugnappers** – Ogden, Utah

Implement marketing strategies to grow customer base

Develop a new process for employee evaluation which results in marked performance improvements. Work directly with office, sales & production departments to achieve monthly budgeting goals

Support Owner with daily operational functions.

Research and update all required materials and Licenses needed for current and new technicians. Analyze departmental documents for appropriate distribution and filing.

Assist various business groups with document organization and dissemination during acquisitions. Obtain documents, clearances, certificates and approvals from local, state and federal agencies. Implementing new training programs for all employees.

Increase overall annual sales by incorporating several quality process improvements within the branch.

Create strategies to develop and expand existing customer sales, which results in an increase in annual sales.

Create reports on deteriorating trends and fiscal year end losses.

Maintain friendly and professional customer interactions.

Recruit, hire, train and supervise administrative office, sales and production staff. Aggregate and prepare documentation and

reports for Branch meetings.

Establish efficient workflow processes, monitor daily productivity and implement modifications to improve overall effectiveness of business and activities.

Plan and execute all aspects of Business and other Branches

Monitor and evaluate personnel performance to complete annual reviews, recommend advancement or address productivity concerns.

Interact with vendors, contractors, and professional services.

Prepare and distribute payroll for staff.

Created company's employee manual including training and development.

#### **Paralegal/Credit Repair Specialist, 01/2007 to 04/2012**

##### **Academy Law – Farmington, Utah**

Researched bankruptcy loan files to confirm federal guideline compliance.

Researched state statutes, decisions, legal articles, codes and documents.

Conducted detailed client intakes and entered information into the company database. Communicated pertinent information to clients via phone, email and mail.

Reviewed customer files on a regular basis to make sure receivables were in sound condition. Accessed credit records to evaluate customer histories.

Provided outstanding customer service.

Accurately read, understood, and carried out written instructions.

#### **Technical Sales Assistant, 03/2005 to 12/2006**

##### **First National Processing – Layton, UT**

Coordinated between the billing department and customers to resolve problems.

Placed special merchandise orders for customers.  
Evaluated and responded to incoming sales leads and requests for technical support assistance. Follow up with clients to ensure optimal customer satisfaction.  
Activated accounts for clients interested in new services.  
Monitored developments in the fields of industrial technology, business, finance and economic theory.  
Trained new team members on applying due diligence procedures.  
Maintained friendly and professional client interactions at all times.

**Server/Evening Supervisor, 08/2004 to 08/2005**

**The Shrimp Boat Cafe – Ogden, UT**

Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating.  
Accurately recorded sales, made correct changes and prepared charge slips for guests. Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.  
Routinely supported other areas of the restaurant as requested, including answering telephones and completing financial transactions for other staff.  
Inventoried and restocked items throughout the day.  
Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.  
Proactively prepared for large parties and reservations, anticipating planning and staffing needs. Verified cash drawer against the day's receipts.  
Resolved guest complaints quickly and efficiently.  
Assisted co-workers whenever possible.  
Delivered quality service by providing a warm and welcoming environment.

**Student Body President**, 08/2001 to 08/2003

**Vincennes University** – Vincennes, IN

Planned and coordinated events on campus.

Advised and mentored new international students on campus.

Assisted the Dean of students and International Student Director.

Assisted in preparing reports and paperwork.

**Sales Associate**, 08/1999 to 04/2003

**Sam Goody** – Jasper , Indiana

Prepared merchandise for the sales floor.

Suggested accessories and complementary purchases.

Accepted and processed returns.

Provided repeat customers with exceptional care and attention.

Updated computer inventory listings.

Monitored areas for security issues and safety hazards.

Trained new cashiers on procedures, customer service and sales techniques.

Monitored entrances, exits and fitting rooms for signs of theft.

Worked collaboratively in a team environment.

Completed all daily tasks and special assignments with an efficient and quality-driven approach. Cleaned and organized the store, including the checkout desk and displays.

**Daycare Worker**, 09/1997 to 06/1999

**A Kids Place** – Huntingburg, IN

Encouraged good behaviors using the positive reinforcement method.

Established a safe play environment for the children.

Instructed children on proper health and personal habits.

Organized and engaged in recreational activities such as games

and puzzles. Dressed infants and toddlers and changed their  
diapers.

Allowed for ample outdoor recreation time.

Maintained a child-friendly environment with access to outdoor activities.

## **Education**

**Kindergarten** - Lyss, Switzerland

**Primary School Stegmatt** - Lyss, Switzerland (1988-1993)

**Secondary School Kirchenfeld** - Lyss, Switzerland (1993-1996)

**Regionale Weiterbildungsschule** - Biel, Switzerland (1996-1997)

**High School Diploma:** 1998

**Southridge High** - Huntingburg, Indiana

**Associate in Applied Science:** Broadcasting , 2002

**Vincennes University** - Vincennes, IN

