

# Xavier Collins

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Authorized to work in the US for any employer

## Work Experience

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### **Sales Associate**

HomeAdvisor - Indianapolis, IN

February 2020 to Present

As an online marketing consultant, you will call on and speak with small business owners across the country, consulting and advising on HomeAdvisor's marketing services and products

- Created customized accounts that met both customer needs and company goals of selling robust packages of services.
- Maintained sales material and current product knowledge.
- Identify potential clients and followed up on leads from client contacts and office sources.
- Effectively organize workload to met sales metrics and accurately forecast all revenue opportunities efficiently
- Make a progressive number of outbound prospecting calls.

### **Director of Operations**

Operation Relo - Cleveland, OH

June 2019 to January 2020

- Planning, scheduling, dispatching and monitoring quality assurance throughout moving process
- Maintaining safety compliance
- Manage day to day operations
- Administer inventory management of company assets
- Execute and resolve customer service issues
- Oversee fleet reporting and management

### **Inside Sales Manager**

All My Sons Moving & Storage - Garfield Heights, OH

January 2019 to June 2019

- Use customer feedback to generate ideas about new features or products
- Research and discover methods to increase customer engagement
- Ensure sales, finance and legal policies and procedures are met
- Presented weekly, monthly and/or quarterly sales goals for the inside sales team.
- Monitored actual sales and sales leads, keep track of sales and generate reports that cover sales forecasting, goals and results
- Measured the performance of the inside sales staff and determine if existing practices and processes are generating adequate sales.
- Suggested improvements to sales processes as needed, implement improvements and monitor the impact of these changes over a determined period of time.

- Openly communicate and build relationships with clients and customers.
- Used customer feedback to ensure that the inside sales department is operating successfully and use this feedback to make improvements if needed.

### **Driver/Crew Leader**

All My Sons Moving & Storage - Garfield Heights, OH

March 2018 to January 2019

- Loaded, unpacked and packed items, disassembled and assembled furniture for residential and commercial accounts
- Provided safe, on-time, and dependable transportation with a safe driving record
- Assisted customers during the moves with excellent customer service
- Captained various other staff movers on over 40 moves ranging from short one hour tasks to multiple day events
- In charge of communication with clients to guarantee a smooth transition
- Checked and inspected all furniture for any damages and made adjustments to consistently ensure safety.
- Enabled special requests in terms of moving furniture and made arrangements to meet all needs.
- Made inventories & records of the furniture, material and supplies received for delivery. Delivered and made sure that each is well accounted for.
- Provided customer service

### **Sr. Traffic Control Specialist**

Area Wide Protective - Middleburg Heights, OH

February 2017 to April 2018

- Temporary traffic control
- Ensured high effective work zones are set up and maintained throughout work day.
- Developed traffic control plans.
- Provided delivery of signs and equipment for street festivals, parades and other events.

### **Furniture Delivery Driver**

Quality Delivery Service - Lakewood, OH

January 2017 to April 2018

- Drives furniture truck to customers' homes in a safe and responsible manner.
- Assembles and places furniture in our customers' homes with the utmost care.
- Contacts customers regarding their delivery.
- Leads Delivery Helpers in resolving issues with customers in their homes.
- Drives customer loyalty, as the last point of contact with our customers.
- Acts in a professional and courteous manner at all times.
- Represents the company in a positive light.
- Inspect material when loading to be sure it is suitable for delivery.
- Obtain customer waiver if applicable before entering the property.
- Customer service

### **Supervisor**

Premier Security - Euclid, OH

December 2015 to February 2017

Secures premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.

- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Completes reports by recording observations, information, occurrences, and surveillance activities.
- Supervised site and staff to make sure daily task were completed.
- Pentair - Chardon, OH (July, 2014 - May, 2015)
- Assembled and tested water filtration tanks
- Conducted quality checks
- Packaged and boxed tanks for shipping
- Preprints - Cleveland, OH (December, 2013 - June, 2014)
- Conducted quality and quantity checks on clothing pre/post press
- Collected required materials for print and set up for printing

### **Quality Control Inspector**

717 Ink - Lakewood, OH

June 2015 to October 2015

- Contracted work
- Conducted quality and quantity checks on clothing pre/post press
- Collected required materials for print and set up for printing
- Oversea product quality as apparel was removed from automatic press

### **Security Officer and Hospitality**

Hospice Of The Western Reserve - Cleveland, OH

January 2011 to November 2013

Provided building operations

- Security
- Maintenance services, cleaning and sanitation
- Events preparation
- Target - Willoughby, OH (June, 2010 - March, 2011)
- Kept merchandise organized and accessible
- Quickly and accurately responded to merchandise requests
- Itemized and totaled customer merchandise selections
- Stocked shelves, racks, cases and bins, maintaining a clean store

### **Custodian**

Richmond Heights Academy - Cleveland, OH

May 2009 to May 2010

Overseer of Maintenance Department

- Responsible for sanitizing and maintaining entire school building
- Assisted with childcare when requested
- Interacted with various staff members on a daily basis
- Met deadline requirements
- Prepared building for state inspection

## Education

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### High school or equivalent

Cleveland State University

2012 to 2014

### Some College

Cuyahoga Community College

2010 to 2012

### High school diploma

Euclid High School

June 2008

## Skills

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- Quality Inspection
- Custodial Experience
- Inside Sales
- Sales Management
- Surveillance

## Certifications and Licenses

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### Driver's License

## Assessments

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### Delivery Driver — Expert

September 2019

Interpreting instructions, reading maps, and solving problems.

Full results: [Expert](#)

### Personality: Hard-Working — Expert

September 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

### Management & Leadership Skills: Planning & Execution — Expert

December 2019

Planning and managing resources to accomplish organizational goals.

Full results: [Expert](#)

### Reliability — Highly Proficient

December 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

### **Delivery Driver — Expert**

January 2020

Interpreting instructions, reading maps, and solving problems.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.