

RESUME #134

OBJECTIVE

Award-winning and results-driven professional to secure a position with your company as a *Manager, Supervisor*, or other position in *Sales, Customer Service, or as applicable* utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 8 years' experience in various managerial roles in the retail, banking, and debt recovery industries, supervising up to 6 sales associates, driving sales performance, at times to achieve the ranking of highest sales for a health nutrition store (#1 out of 30 retail outlets), and similar results in the debt recovery industry
- Proficient with all aspects of workforce development including interviewing, hiring, training, setting sales initiatives and goals, delegating assignments and work orders, monitoring all work activities for quality, expediency, professional employee/customer interactions, progress towards actualization of goals and objectives, conducting performance evaluations, implementing promotions and/or disciplinary measures, and terminations
- Experienced retaining quality workers through sound Team Building concepts, excellent communications, and respected leadership skills
- Excellent organizational and motivational skills, guiding and directing individuals to maximize productivity and their own personal potential
- Recognized and awarded for consistently achieving and/or exceeding personal sales and team sales goals and quotas
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all assignments/projects on-time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, CRM (SalesForce), Internet research, and email, 50+ WPM
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

07/17 – Pres. *Office Manager*

Broadway-Fillmore Neighborhood Housing Services, Inc., Buffalo, New York

- Functions in an executive capacity, providing assistance to the Director as requested or necessary, including coordinating and scheduling travel itinerary, and supporting all office operations as related to the support of 3 properties and 34 residential tenants
- Oversees all aspects of property management including screening and securing tenants, including performing extensive background checks, drawing up lease agreements, presiding over all lease signings, collecting deposits and rent, additionally enforcing rent escalations, addressing and resolving breaches of lease agreements as well as following through with 3-Day notices to cure, collecting late and other fees, coordinating and scheduling marshals, and, if necessary, justly evicting tenants
- Manage office GL and the budget, up to \$260K, and ensures that all vendors invoices are paid on time, negotiating with vendors for optimal quality, price, and service
- Initiated, reviewed revised and revamped office system and procedural inefficiencies, instituting new office systems, proposing/securing new office equipment with upper management approval
- Manages 2 employees, a maintenance specialist and a construction analyst, directing personnel to address and perform renovations, preparing apartments for new tenants, and completing interior and exterior work as needed

08/16 - 07/17 *Executive Assistant / Weatherization Project Assistant*

C & R Housing, Inc., Buffalo, New York

- Worked directly in collaboration with the contractor, receiving and or making calls to prospective customers to have home improvements performed in compliance with the NYSEERDA energy saving, weatherization program, coordinating and scheduling appointments/energy audits for the contractor
- Acted as liaison for the company, maintaining constant communications throughout the process with homeowners and subcontracted skilled trades, educating customers regarding the company, services provided, and the NYSEERDA program
- Reviewed and entered data on the NYSEERDA website for energy audits and energy efficiency upgrades, to keep all parties involved properly apprised of ongoing activities for approval

Executive Assistant / Weatherization Project Assistant (cont.)

- Oversaw all office operations including AR/AP, payroll for up to 10 employees and or subcontractors, preparing and making bank deposits up to \$20K, and more
- performed a wide range of activities in direct support to the contractor including reading, researching, and routing correspondence, drafting letters and documents, collecting and analyzing information (project cost operations, timelines, materials procurement, etc.)

11/14 - 11/15 ***Inside Sales Representative***

Anda Pharmaceuticals, Grand Island, New York

- Marketed and sold generic pharmaceutical products over the phone to pharmacies across the U.S.
- Consistently attained quotas and other performance/sales goals
- Established new customer accounts from the beginning, starting with no customers, and building up to \$900K in annual sales revenues
- Built rapport and strong relationships with pharmacists, pharmacy managers, pharmacy owners, and pharmacy techs
- Educated clients regarding industry news and solutions available through Anda's product line relative to the information conveyed
- Presented prospective clients with full line of features/benefits regarding relevant products
- Coordinated with clients for various rebate programs and of the advantages of purchasing generic pharmaceuticals from Anda

06/11 - 12/13 ***Customer Relationship Manager***

Bank of America, West Seneca, New York

- Processed loan modifications approved by an Underwriter
- Responsible for clearing conditions and issuing changes to the terms on previously approved loans
- Provided verification for conditions of loan modification approval which may have included, customer income/assets documentation, resolving routine title and other issues
- Resolved appraisal disputes, depending on channel, and assisted other departments, as needed, with closing procedures
- Maintained highest levels of customer service initiating communications with customers, and acting as liaison on their behalf with banking center associates, attorneys, realtors, etc.

03/08 - 05/11 ***Debt Recovery Specialist***

Bank of America, West Seneca, New York

- Collections of debt owed by individuals on payments for mortgages and credit cards including American Express, Visa, and Master Card credit cards
- Developed payment plan strategies with all clients and followed up at prescribed intervals
- Assisted clients with zero-balance accounts to re-activate credit cards within established limits

09/04 - 12/07 ***Store Manager***

GNC- Niagara Falls, New York

- Supervised all store operations and up to 6 store associates marketing and selling the complete nutrition supplement and vitamin product line of GNC
- Met and/or exceeded all retail sales goals and objectives, achieving ranking as the #1 store, numerous times, out of 30 stores located throughout Western New York and Northern Pennsylvania
- Responsible for all workforce development from interviewing and hiring to promotions, disciplinary measures, and terminations
- Modified store marketing strategies and layouts in alignment with surrounding area demographics
- Proficient and successful with intelligent visual merchandising and complying with all corporate SOP procedures to implement the business model, customized to area and customer needs

EDUCATION, TRAINING & ACHIEVEMENTS

Political Science (course studies), 1999 - 2003

Niagara University, Lewiston, New York

Regents Diploma, 1999

Niagara Falls High School, Niagara Falls, New York