

## PROFESSIONAL SUMMARY

Dedicated and results-driven manager with over 5 years of experience leading teams and driving operational excellence in diverse industries. Known for strategic vision, effective communication, and a collaborative leadership style that fosters high employee morale and productivity. Proven track record of delivering exceptional results in areas such as project management, process optimization, and customer satisfaction. Skilled in problem-solving, decision-making, and cultivating strong relationships with stakeholders at all levels. Committed to continuous learning and improvement to meet evolving business needs and exceed organizational goals. Adept at balancing operational efficiency with a focus on delivering superior quality and service. Ready to leverage expertise and leadership capabilities to drive success in a dynamic and challenging environment.

## PROFESSIONAL EXPERIENCE

### **Penn Foster Group**

*Learner Success Advocate Chandler, AZ- Current*

- Strive for first contact resolution and attempt to de-escalate and resolve challenges impacting the learner's ability to progress.
- Perform accurate and timely data entry updates to learner profiles in enterprise systems.
- Leverage omni-channel and multi-channel support tools and technologies to perform inbound and outbound digital and telecommunications with learners and their guardians according to defined service level agreements.
- Collaborate with the Education team to advise learners on program or course selections, motivate, and coach learners to help them achieve their career goals.

### **City of Casa Grande**

*Accounting Clerk- Casa Grande, Arizona -Contract*

*March 2024-August 2024*

- Accurately input financial data into accounting systems and databases.
- Process and verify invoices and payment requests.
- Ensure compliance with financial policies, procedures, and regulations.
- Compile budget data and assist in financial forecasting.

### **IntouchCX**

*Customer Service Representative – Fully Remote*

*Oct 2023-March 2024*

- Responded promptly and professionally to customer inquiries via phone, email, and live chat, exceeding service level expectations.
- Addressed customer concerns and resolved issues efficiently to ensure a positive customer experience
- Documented customer interactions and feedback in the CRM system to track trends and identify areas for improvement.
- Collaborated with cross-functional teams to escalate complex issues and ensure timely resolution. - Recognized for consistently achieving high customer satisfaction ratings and meeting performance targets.

## **Radisson Hotel**

*Front Desk Supervisor- Casa Grande, Arizona*

*Feb 2023-Oct 2023*

- Implemented effective strategies to maximize occupancy rates, revenue, and profitability.
- Developed and maintained positive relationships with guests, staff, vendors, and local community stakeholders.
- Led a team of 10 employees, providing coaching, training, and performance feedback to foster a culture of excellence.
- Assisted the Hotel Manager in overseeing daily operations and staff management. Coordinated with department heads to ensure smooth and efficient workflow across all departments.

## **Arcsmart Solutions**

*Supervisor Trainer – Gilbert, Arizona*

*June 2021-Feb 2023*

- Developed and implemented training programs for new hires and existing employees to ensure alignment with company policies, procedures, and best practices.
- Conducted training needs assessments and identified skill gaps to tailor training modules for different departments and job roles.
- Designed engaging and interactive training materials, including presentations, manuals, and simulations, to facilitate learning and skill development.
- Facilitated classroom training sessions, workshops, and one-on-one coaching sessions to enhance employee performance and productivity.

## **Premier Auto - Casa Grande, AZ**

*Solutions Manager – Casa Grande, Arizona*

*Sept 2019 – Feb 2023*

- Follow up with existing and potential customers to generate leads and close sales.
- Contact customers based on current marketing incentives.
- Answer customer internet inquiries by both email and phone.
- Prospect follow-up calls, set appointments, and gauge customer satisfaction.
- Work in our call center staffed and managed by the Dealership, and handle our customer contacts,

## **EDUCATION**

- 2013-High School Diploma - Youth Challenge Academy – Brunswick, Georgia

## **SKILLS**

- ❖ Inspiring and guiding teams towards achieving common goals, providing vision, direction, and motivation.
- ❖ Articulating ideas clearly, actively listening to others, and fostering open and transparent communication within the team and across departments.
- ❖ Analyzing issues, identifying root causes, and developing practical solutions to overcome challenges and improve processes.