
Personal Profile

Executive Management

Operations Management / Sales / Growth Strategies

A bilingual professional with more than 15 years of experience in management, sales and customer service. Self-motivated with success building and leading high performance organizations to meet productivity goals. Detailed oriented in budgeting and operations management. Encompasses the ability to increase profits by utilizing interpersonal skills to build vital relationship while communicating in both English and Spanish to develop new business.

Core competencies include:

- Financial Management
- Operations Management
- Customer Service
- Microsoft Office Suite
- Quick Books
- Salesforce
- Leadership
- Interpersonal Skills
- Employee Scheduling

Professional Experience

TriCountry Building Maintenance Service – Miami, FL **Aug. 2005 – Jun. 2009**

(Specializes in exterior building maintenance of high-rises, office buildings and residential properties)

General Manager

Promoted from Operation to General Manager in 2007 due to exceptional performance levels. Responsible for managing operations consisting of 22 staff members, scheduling technicians, providing customer service, managing bidding process, project management, bookkeeping, financial reporting, sales tracking, job cost analysis, budgeting, invoicing, marketing, networking as well as hiring and training. Developed employee work schedule to maximize production output. Increased organizational profits by utilizing short and long term budget, goals and employee performance enhancement strategies. Documented ongoing performance and completed profit and loss statements while corresponding with president to make ongoing adjustments to executions methods, increasing business development opportunities. Maintain receiving, warehousing and distribution operations by initiating and coordinating operations and personnel policies and procedures. Developed client relationships and followed-up on potential contracts, ensuring that profitable business transactions were completed.

Key Results

- Increased company revenues from \$800K to \$1.5 million a year by implementing an employee recognition program consisting of employee rewards, incentives and productivity bonuses
- Corresponded with IT professional to enhance visibility and increase user functionality of company website, resulting in increased exposure and selling opportunities

(Provides remodelling and light construction of residential spaces and office buildings)

Project Manager

Responsible for managing five employees as well as project management, customer service, and attaining vendor contracts. Inspected all levels of production and ensured the timely delivery of the final product, maintaining customer satisfaction thus garnering continued future business. Developed work schedules and assigned staff responsibilities while spearheading and implementing quality control programs.

Key Results

- Designed marketing material and developed company website to increase customer awareness effectively increasing new client acquirement by 25%

Marcus Evans – Miami, FL

Nov. 2000 – Feb. 2001

(Facilitates executive conferences and summits across the UK, China and U.S. marketplaces)

Sales Executive

Researched potential business development opportunities in the Latin American marketplace. Promoted conference and seminars services by developing strong ongoing relationships with C-level clients. Created a successful sales method and acquired new business under the inside sales environment.

Key Results

- Utilized a solution selling technique to acquire approximately \$20K in monthly sales through cold calls to senior executives

Scandinavian Fitness Center, Consultant – Caracas, Venezuela, June 1997 to June 1998

Turistica Kurakabaru, Owner/ General Manager – Margarita Island, Venezuela, January to May 1997

Perdomo Real Estate, General Manager – Caracas, Venezuela, January 1992 to December 1994

Education

- Nova Southeastern University – Fort Lauderdale FL
 - Master of Business Administration, Wayne Huizenga Graduate School of Business, 1999
- Universidad Jose Maria Vargas – Caracas, Venezuela
 - Bachelor of Science in Business Administration, 1994
- Butler Learning Systems
 - The Habit of Service, Quality Customer Service, 2007