

Professional Summary

Organized, dependable, detail-oriented team player with strong organizational skills successful at managing multiple priorities with a positive attitude, plus the willingness to take on added responsibilities to meet team goals, seeks a full-time position that offers professional challenges utilizing interpersonal skills.

Skills

- Subcontractor Management
- Multitasking
- Attention to Detail
- Installation Supervision
- Client Relationship Management
- Customer Service
- Conflict Resolution
- Problem Solving
- Billing and Accounting Support
- Computer Literacy
- Data Entry and Analysis

Work History

Owner/Operations Manager

04/2014 - Current

Ans Construction – Ringwood, NJ

- Managed day-to-day business operations.
- Established foundational processes for business operations.
- Enhanced operational efficiency and productivity by managing budgets, accounts, and costs.
- Generated revenues yearly and effectively capitalized on industry growth.
- Prepared bank deposits and handled business sales, returns and transaction reports.
- Oversaw business budget planning and administration, accounting functions, purchasing, and bi-weekly payroll to handle financial needs.
- Put together realistic budgets based upon costs and fees for successfully operating business.
- Prepared annual budgets with controls to prevent overages.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.
- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.

Installation/Repair Coordinator/Office Manager

07/2019 - 09/2023

Direct Fence Distributors – Carlstadt, NJ

- Implemented systems to improve efficiency.
- Conducted critical pre-installation conferences with subcontractors
- Led weekly production and operations contractor meetings.
- Obtained building and specialty permits from local jurisdictional agencies.
- Maintained and update customer information, repair logs and inventory.
- Supervised teams of 16 installation crews to complete work on time and to company standards.
- Scheduled and oversaw repair and installation activities.
- Created and maintained daily and weekly reports for upper management.
- Monitored priorities between install teams and management, delegating tasks to complete on time.
- Created, maintained and updated filing systems for paper and electronic documents.
- Established workflow processes and monitored daily productivity.
- Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
- Defined clear targets and objectives and communicated to other team members.
- Identified and communicated customer needs.
- Managed efficient teams of up to 4 office employees, and 7 outside salesman.

- Efficiently assisted service workers with problematic transactions to maintain customer satisfaction.
- Coached new hires on company processes.
- Reported to senior management on organizational performance and progress toward goals.
- Monitored product quality and communicated necessary improvements to site superintendent.

Office Coordinator/Manager

03/2015 - 07/2019

Abra Fence – Garfield, NJ

- Interacted with customers by phone, email, or in-person to provide information.
- Answered and managed incoming and outgoing calls.
- Maintained office supplies inventory by checking stock and ordering new supplies.
- Worked collaboratively with office staff to maintain smooth operations and team readiness for unexpected demands.
- Oversaw accurate and efficient database management and digital file storage to support operational and recordkeeping requirements.
- Managed office activities by maintaining communication between clients, tracking records, and filing all documents.
- Provided clerical support, addressing routine, and special requirements.
- Efficiently supervised filing, sorting and handling incoming and outgoing mail.
- Delegated tasks to administrative staff, increasing office productivity.
- Routed correspondence to facilitate timely communication between team members and customers
- Tracked records, filed documents and maintained communication between clients to manage office activities.
- Created and implemented secure filing systems for sensitive employee and client documents.
- Supported HR by completing new hire orientation, incident reports and benefits paperwork on behalf of office employees.
- Managed 1-employee clerical/permit office, supervising workers and enhancing productivity and efficiency.
- Maintained computer and physical filing systems.
- Created, maintained and updated filing systems for paper and electronic documents.
- Updated reports, managed accounts, and generated reports for company database.
- Monitored front areas so that questions could be promptly addressed.
- Implemented project management techniques to overcome obstacles and increase team productivity.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Reported to senior management on organizational performance and progress toward goals.
- Coached new hires on company processes.
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Education

Associate Of Applied Arts: Kindergarten And Preschool Education

06/1994

Bergen Community College - Paramus, NJ

High School Diploma

06/1987

Lodi High School - Lodi, NJ