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| Highly motivated, reliable, and adaptable business professional with more than two decades of experience providing excellent customer service, logistical coordination, operational management, and team leadership, spanning a diverse cross section of industries. |

# Skills

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| * Excellent customer service skills
* Vendor management
 | * Process improvement
* Customer acquisition
* Relationship building
 | * Safety & risk conscious
* Time management
* Detail oriented
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# work experience

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| January 2017 – currentOwner & president, john galt mowing (self employed)I currently have a small business start up providing lawn care and landscaping services to local residential and business locations. Organically acquired a growing customer base, allowing opportunity to expand service catalog. |
| october 2015 – january 2017customer service specialist, meat & seafood, publix supermarketsLead customer service specialist in two separate departments; implemented enhancements to existing processes to eliminate redundancies; onboarded and trained all new employees september 2012 – august 2015assistant store manager / service advisor, goodyearStarted in a Customer Associate role, assisting customers on a daily basis. Quickly advanced to assistant store manager, handling customer inquiries, advising on services, managing/overseeing auto technician crew jobs, customer and vendor relationship management.april 2007 – september 2011operations manager, econo lube ‘n tuneTraveling operations manager, responsible for daily operational oversight of between 10 – 20 company owned locations, installed camera systems in all locations and built a viewing hub at the corporate headquarters to mitigate risk.january 2000 – april 2007office services manager, meineke car care centers, Inc.Hired as one of six employees working as Mailroom and Shipping specialists. Within less than one year, implemented process improvements so that the other five specialists were no longer needed, effectively saving the company more than $250,000 annually.september 1997 – january 2000customer service supervisor, meineke discount mufflersStarted as a customer service representative, answering phone calls and handling customer complaints. Within two years was promoted to department supervisor, responsible for overseeing the CSRs and handling all escalations. |

# related experience / accomplishments

* Recipient of the Meineke Employee of the Quarter Award (on three different occasions between 2005 – 2011, being the first employee in company history to be a third time winner)
* Site selection & Logistics Coordinator, Meineke Annual Tournament for Champions (golf championship benefitting the Levine Children’s Hospital), 2000 – 2006
	+ Solely responsible for transporting all tournament merchandise, signage, event programs and promotional material to and front event site; also oversaw all event set up and tear down activities
* Freelance cubicle installation and small office setup, Camper’s Paradise, 2011 – 2012
* United States Air Force, 1991 – 1992
* USMC, 1988 - 1991