

JOHN SMITH

755 Preston Road, East Meadow, NY 11554, JOHNSMITH887@verizon.net; Cell: 914-941-7776

CAREER PROFILE

Seeking a career in the sports industry applying a strong background in **management, customer service and operations for a major service organization** with strong **leadership skills, problem-solving, innovative thinking, and multi-tasking ability**. Recognized as a "go-getter", "go-to person", outgoing and energetic who can take on challenging opportunities. Ability to work independently and as part of a team. Demonstrate an impeccable professional appearance with strong decision-making skills, interpersonal effectiveness and solid judgment. Strong project management and time management skills.

- **Leadership:** Ability to instill a positive environment for the team through leadership, training and staff motivation. Instrumental in contributing to productivity in a cross-functional role in a consumer business.
 - **Operations:** Experienced in operations and maintenance of the safety, security and functioning of the facility with managing of visitor traffic flow. Oversee record keeping and assist with budget management.
 - **Promotion, Marketing and Selling:** Expertise in face-to-face presentations and event selling. Contribute to promoting and selling tickets for the NY Islanders and LaGuardia Community College sports events. Knowledge of digital marketing and social media as well as a variety of marketing materials.
 - **Client Relations/Customer Service:** Able to maintain cultivate and maintain excellent relationships with individual clients, groups and decision-makers. Provide superior customer service.
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PROFESSIONAL EXPERIENCE

MANAGEMENT, OPERATIONS AND CUSTOMER SERVICE BUSINESS EXPERIENCE

ASSISTANT MANAGER (PROMOTED FROM MANAGER TRAINEE)

June 2017-Present

The Hertz Corporation- Deer Park, NY

- Advanced from Manager Trainee with a fast track of promotion as a result of strong professionalism and performance.
- Achieve individual performance goals, customer service and branch targets. Strong focus on revenue management.
- Supervise, train and evaluate a team of 2 manager trainees.
- Selected to fill in at other branches in Suffolk County to accommodate temporary managerial requirements.
- Ensure a positive customer experience by assisting customers with their car rental needs over the phone or face-to-face.
- Uphold company standards by ensuring cars are presentable to customers.
- Apply strong problem-solving and communication skills with an emphasis on being a quick thinker and driving strategies to enhance efficiency.
- Manage administrative functions for back office, including creating Excel spreadsheets of car inventory fuel allocations to be distributed regularly to corporate office.
- Demonstrate strong relationship building skills as key liaison with insurance companies and body shops.

SPORTS INDUSTRY EXPERIENCE

SPORTS INFORMATION and GAME OPERATIONS INTERN

Sept. 2016-Dec. 2016

LaGuardia Community College, Long Island City, NY

- Assisted with daily sports individual tasks and gameday operations.
- Worked with Sports Information Director and other department staff pertaining to program design, advertising and promotion of events, being a liaison for the CUNY Athletic Conference, Region XV and NJCAA, maintaining statistics, and fan engagement.
- Managed athletic website; posted game recaps and sports commentary on homepage; created social media content. Attended games, interviewed players and coaches for basketball on lagttathletics.com. Wrote sports stories for regional website and everything related to college including awards, CUNY and regional teams for region15athletics.com.
- Developed proficiency in Adobe Photoshop and Spark to create marketing materials and Sidearm.

EVENT PRACTICUM STUDENT

Aug. 2014-May 2016

SUNY Cortland, Cortland, NY

- Assisted Sports Information Director with football team as a defensive spotter and stat assistant for mens /womens hockey.
- Worked security, ticket taker, and ball person for varsity sports teams.

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NEW YORK ISLANDERS

Oct. 2011-Dec. 2012

Nassau Coliseum

Ambassador Program / Company Project

- Contributed to marketing the team by designing *New York Islanders* sweatshirts to be sold at their retail store for both *one-night event* and the team's *40th anniversary*. *Organized and distributed giveaways*; greeted fans and fielded customer service inquiries.
 - Canvassed the Broadway Mall in Hicksville, NY with a constant stream of traffic and potential buyers.
 - Utilized social media (Facebook, Twitter, Instagram) to promote sweatshirts via 20% off coupons.
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EDUCATION

State University of New York at Cortland, B.S., Sports Management, May 2016

Nassau *Community College*, Marketing Courses, *Dean's List*, 2012-2014

COMPUTER SKILLS

Proficient in Microsoft Office; Photoshop, Adobe Spark; & Social Media

Database applications.