

# Alvin West, II, DBA

Mobile Metropolitan Area

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## Summary

At Transcend Editing Solutions, my role as Operations Officer merges strategic oversight with a passion for delivering top-notch business and academic writing services. Leading an adept team, we excel in crafting compelling content and ensuring the highest standards of editing and proofreading, all while adhering to critical deadlines. Our commitment is reflected in our meticulous attention to detail and relentless pursuit of clarity and flow in every document.

As a Finance Officer, I harness over four years of expertise to steer our organization's financial trajectory, championing robust budgeting, forecasting, and financial modeling. The strategies implemented are a testament to our alignment with the company's mission and growth aspirations. My leadership extends to managing a diligent accounting team, ensuring GAAP compliance, and presenting vital financial insights to key stakeholders, thereby fostering an environment of transparency and informed decision-making.

## Experience

### Operations Officer

#### Transcend Editing Solutions

2021 - Present (3 years)

Transcend specializes in crafting impactful business documents, including compelling proposals, comprehensive reports, and effective marketing materials. Additionally, we support academic writing, such as essays, research papers, and dissertations, ensuring adherence to the highest standards. Our meticulous editing and proofreading services guarantee polished and professional final products through rigorous attention to grammar, punctuation, clarity, and overall document flow. We efficiently assist clients in completing documents within specified deadlines.

### Finance Officer

#### Transcend Academic and Business Solutions

Jan 2020 - Present (4 years 8 months)

I provide strategic financial leadership for the organization, overseeing all aspects of its financial health. This encompasses budgeting, forecasting, financial modeling, and risk management. I develop and execute financial strategies aligned with the organization's mission and growth objectives. My responsibilities include managing the accounting team to ensure accurate and timely financial reporting under Generally Accepted Accounting Principles (GAAP). I spearhead the development and implementation of cost-containment strategies while preserving the quality of our wellness offerings. Through financial data analysis, I identify trends, opportunities, and areas for improvement. I prepare and present financial information clearly and concisely to the Board of Directors and senior management. I oversee internal controls and ensure compliance with all relevant financial regulations. I manage relationships with financial institutions and lenders and remain current on industry trends in the wellness sector and their financial implications. Additionally, I contribute to grant applications and fundraising initiatives as needed.



## **Online Instructor**

### **ESCAMBIA COUNTY SCHOOL DISTRICT**

Aug 2023 - Dec 2023 (5 months)

I developed and delivered interactive online courses in Business Administration, Science, and Mathematics, catering to a diverse range of learning styles and needs. To enhance student engagement, I utilized various virtual learning tools and platforms, including video conferencing, online collaboration tools, and learning management systems. I created high-quality instructional materials such as video lectures, interactive exercises, quizzes, and assignments. To ensure student comprehension, I provided clear and concise explanations of complex concepts and tailored instruction to address individual student needs. I fostered a positive and interactive online learning environment encouraging active participation and discussion. Through online communication tools and virtual office hours, I offered individualized feedback and support to students. To maintain teaching effectiveness, I stayed up-to-date on advancements in online learning technologies and methodologies. I collaborated with other online instructors and curriculum developers to ensure consistency and quality across different courses. In some cases, I participated in student progress monitoring and assessment by reviewing assignments and tests.



## **Safety Coordinator**

### **ESCAMBIA COUNTY SCHOOL DISTRICT**

Aug 2023 - Dec 2023 (5 months)

I developed and maintained a comprehensive building safety plan that aligned with local fire codes, building regulations, and best practices for alternative schools. I regularly inspected fire extinguishers, emergency exits, first-aid kits, and other safety equipment to ensure their accessibility and functionality. Safety drills and evacuation procedures were coordinated and implemented with staff and students, focusing on smooth execution. I provided safety training to staff and students on topics including fire safety, emergency preparedness, and hazard identification. Clear access to emergency exits and walkways was maintained at all times. Safety hazards were investigated, reported to appropriate authorities, and corrected. Detailed records of safety inspections, drills, and training sessions were kept. I stayed informed about current safety codes and best practices for alternative schools. Collaboration with school administration and local emergency responders was essential in maintaining a coordinated approach to school safety. Depending on the school's needs, I oversaw the safe transportation of students on school buses or field trips.



## **Gifted Specialist-Program Director**

### **ESCAMBIA COUNTY SCHOOL DISTRICT**

Aug 2022 - Jun 2023 (11 months)

I developed and oversaw a comprehensive gifted education program as the gifted education coordinator. This encompassed curriculum development, the creation of differentiated instruction strategies, and the provision of enrichment opportunities tailored to the specific needs of gifted learners. I led the identification and assessment of gifted students, implementing various assessment tools, interpreting data, and ensuring fair and equitable identification processes. To enhance teacher capacity, I provided professional development focusing on strategies to effectively challenge and support gifted students. Building strong collaborative relationships with administrators, teachers, parents, and community partners was essential for advocating for the needs of gifted learners. I remained current on research and best practices in gifted education, continuously seeking innovative approaches to meet the evolving needs of this student population. To measure program effectiveness, I monitored program outcomes, collected data, and made data-driven decisions for improvement. Effective budget

management and resource allocation were critical to the program's success. I communicated program goals, benefits, and impact clearly to parents, teachers, and the wider community. I represented the gifted education program at various meetings and conferences.



## **Independent Distributor**

### **AdvoCare**

Feb 2010 - Jan 2023 (13 years)

I excelled at explaining the benefits of AdvoCare products to potential customers, tailoring my message to diverse audiences, and building rapport easily. Cultivating trust and strong relationships was fundamental to my AdvoCare success, as I developed a loyal customer base and fostered a sense of community centered around health and wellness. I honed effective sales techniques, including social media marketing, engaging presentations, and personalized customer interactions. As an independent distributor, I mastered time management and self-motivation to set and achieve my goals. Providing exceptional customer service was paramount, and I consistently ensured customer satisfaction by being readily available to address questions and concerns. Beyond these core competencies, I gained invaluable experience in leveraging social media for marketing, refining my public speaking abilities through workshops and presentations, and establishing effective goal-setting and tracking systems for business growth.

## **Mathematics Teacher 6**

### **The Denton Magnet School of Technology**

Dec 2021 - Jul 2022 (8 months)

I was responsible for planning, implementing, and assessing engaging and effective mathematics instruction that aligned with state and national standards. This included developing and delivering differentiated lessons to meet the diverse needs of students in a magnet school setting. I utilized various instructional strategies, including technology, to cultivate critical thinking, problem-solving, and mathematical reasoning skills. Building strong relationships with students and their families was essential, as was collaborating with colleagues to foster a supportive and collaborative learning environment. In addition to classroom teaching, I participated in extracurricular activities such as math clubs or competitions and contributed to school-wide initiatives. I also engaged in professional development to maintain current knowledge and best practices in mathematics education.

## **Special Education Liaison**

### **The Denton Magnet School of Technology**

Sep 2018 - Jul 2022 (3 years 11 months)

I spearheaded the creation and implementation of innovative special programs that aligned with the magnet school's mission. This involved conducting thorough needs assessments, securing necessary resources, developing an engaging curriculum, and overseeing the logistical aspects of program delivery. Effective planning, strong organizational skills, and adaptability were crucial for navigating unforeseen challenges. I cultivated robust partnerships with external organizations, such as museums, businesses, and community groups, to enrich our programs through guest speakers, unique learning experiences, and valuable resources. Securing funding was essential, so I honed my grant writing skills to effectively communicate the program's value and impact to potential donors. Additionally, I organized fundraising events to garner community support and financial resources. I developed methods for tracking student progress, analyzing data, and assessing overall impact to measure program effectiveness. This data-driven approach informed improvements and demonstrated the program's value to stakeholders. As a leader, I fostered a collaborative environment where my team

felt valued and empowered. I motivated them to excel, ensuring our special programs ran smoothly and efficiently. I passionately advocated for our programs, effectively communicating their benefits to students, parents, school administration, and the broader community.

### **School Bus Driver (All athletic events)**

The Denton Magnet School of Technology

Aug 2017 - May 2022 (4 years 10 months)

As the Magnet School Event Bus Driver, I was responsible for safely transporting students, faculty, and staff to and from school-sponsored events. This included strict adherence to all state and local traffic laws, as well as school district transportation policies. To ensure optimal bus condition, I conducted thorough pre-trip and post-trip inspections daily and maintained accurate, complete trip reports and logs. My responsibilities also encompassed student supervision to create a safe and orderly bus environment, enforcing school district discipline policies, assisting students with boarding and exiting the bus, and being prepared to provide emergency assistance. Effective communication with school administrators, parents, and students was essential, as was the timely reporting of any accidents, incidents, or mechanical issues. Additional duties included participation in bus evacuation drills, assisting with equipment and supply handling for school events, and maintaining a clean and organized bus.

### **Social Studies Teacher 6**

The Denton Magnet School of Technology

Dec 2020 - Oct 2021 (11 months)

I tailored the curriculum to the magnet school's focus, integrating social studies concepts with the thematic emphasis, whether it was science, technology, arts, or another area. I designed project-based lessons that culminated in student-driven presentations to foster critical thinking and analysis. I brought history to life by incorporating primary sources, such as historical documents and artifacts. Additionally, I leveraged technology to enhance learning by utilizing online simulations, interactive maps, and educational videos.

I employed differentiated instruction strategies to address the diverse needs of high-performing students in the magnet school setting. I facilitated cooperative learning experiences to cultivate teamwork and communication skills. Creating a safe and inclusive classroom environment that celebrated diversity was paramount.

Effective communication of complex historical concepts to young learners was essential. I prioritized building strong relationships with parents and sought opportunities for collaboration with community organizations aligned with the magnet school's focus. Professional collaboration with colleagues in related subjects allowed for creating interdisciplinary learning experiences.

### **Mathematics Teacher 7**

The Denton Magnet School of Technology

Aug 2016 - Jul 2018 (2 years)

I possessed a deep understanding of the seventh-grade mathematics curriculum, encompassing topics such as ratios, proportions, fractions, decimals, pre-algebra, and foundational geometry concepts like area and volume. I could effectively explain complex mathematical ideas using various approaches, including clear explanations, visual aids, manipulatives, and real-world examples to accommodate

diverse learning styles. I maintained a strong awareness of contemporary best practices in mathematics pedagogy and integrated these into my instructional planning.

My teaching approach emphasized creating dynamic and engaging classroom environments that fostered curiosity and a love of learning mathematics. I tailored instruction to meet the unique needs of students with varying learning paces and abilities. To assess student comprehension, I employed a combination of formative and summative assessments. I encouraged students to develop robust problem-solving skills and cultivate critical thinking habits through engaging mathematical challenges. Additionally, I effectively integrated technology tools and resources to enhance learning experiences and accommodate diverse student needs.

Clear and concise communication was essential in my role. I explained complex mathematical concepts in a manner accessible to seventh-grade students. Active listening was a crucial component of my practice, allowing me to address student questions and concerns effectively. I fostered strong collaborations with parents and colleagues to create a cohesive and supportive learning environment for students. By cultivating a positive and inclusive classroom atmosphere, I encouraged students to take risks and ask questions without fear of judgment. Building genuine relationships with students was fundamental to creating a motivating and engaging learning experience.

## **Mathematics Teacher 8**

### **Mobile County Training School**

Jun 2016 - Aug 2016 (3 months)

I possessed a deep understanding of the eighth-grade math curriculum, encompassing pre-algebra, proportional relationships, geometry, and statistics. I was confident in my ability to elucidate complex mathematical concepts clearly and concisely to students with diverse learning abilities. Additionally, I effectively performed calculations and solved problems relevant to the eighth-grade curriculum. My instructional techniques included engaging students through interactive lessons, hands-on activities, and technology integration, particularly within the condensed summer session format. I recognized the importance of differentiated instruction, tailoring my approach to meet individual student needs. Through formative assessment, I continuously monitored student comprehension, adjusting instruction accordingly. Positive reinforcement was employed to motivate students and celebrate their achievements. To address the unique challenges of summer school, I focused on accelerated learning, reinforcing prior knowledge, and preventing summer learning loss, ensuring students retained essential math skills.

## **Mathematics Teacher 7-8**

### **Scarborough Model Middle School**

Aug 2010 - Jul 2016 (6 years)

A deep understanding of mathematics, foundational to the chair role, underpinned my qualifications. I possessed a strong grasp of core mathematical concepts, including algebra, calculus, and geometry. Solving complex problems was essential to my success as department chair, as I addressed curriculum development, resource allocation, and departmental challenges. I maintained a commitment to professional growth by staying current with mathematical advancements, demonstrating a dedication to lifelong learning.

Effective leadership was critical to my role. I led the mathematics faculty and staff, inspiring and motivating them to achieve departmental goals. Strong communication skills, both written and verbal, were essential in fostering relationships with faculty, students, administrators, and parents.

I collaborated with colleagues across departments to enhance the overall academic environment. Advocating for the importance of mathematics education and securing necessary resources were key responsibilities.

Additional skills included curriculum development and revision to align with educational standards and student needs. I effectively managed departmental budgets, allocating resources for equipment, technology, and professional development. Assessing student learning and program effectiveness were ongoing priorities. Recognizing the importance of technology in mathematics education, I promoted its appropriate use within the department.



## **Program Teacher**

### **FUSE Project**

Aug 2015 - May 2016 (10 months)

My work required a strong foundation in communication skills, including active listening, to fully comprehend clients' needs and empathize with their circumstances. I effectively translated complex information into understandable terms for clients from diverse backgrounds, both verbally and in written form. Interpersonal skills were paramount, necessitating empathy, cultural competency, and conflict resolution abilities. I maintained appropriate professional boundaries while offering support. Assessment and planning skills were essential for analyzing client situations, developing solutions, setting goals, and connecting clients with necessary resources. Time management, stress management, professionalism, and proficiency in relevant technology were crucial for effective caseload management and adherence to ethical guidelines.

## **Mathematics Teacher 6-8**

### **Scarborough Model Middle School**

Aug 2014 - May 2015 (10 months)

I assumed leadership and organizational responsibilities for the Saturday school program. I developed a comprehensive math curriculum tailored to the specific needs of these students, drawing upon existing materials or creating new resources as required. To facilitate instruction, I recruited and managed a team of qualified math tutors and teachers through collaborations with schools, universities, and online platforms. Effective communication with teachers, parents, and students was essential to maintain program cohesion and foster shared goals. My strong foundation in mathematics, ranging from elementary arithmetic to advanced calculus, enabled me to provide expert guidance. I assessed student needs and differentiated instruction accordingly, implementing engaging teaching methodologies to create a positive learning environment. Strong time management skills were crucial for balancing curriculum development, teacher management, and program logistics. I effectively addressed challenges as they arose, demonstrating problem-solving abilities. My genuine enthusiasm for mathematics was instrumental in inspiring students and creating a stimulating learning atmosphere outside of the traditional classroom setting.



## **Assistant Principal**

### **WP Davidson High School**

Jun 2014 - Aug 2014 (3 months)

I provided guidance and support to teachers in enhancing curriculum and instruction. Classroom observations, followed by constructive feedback, were integral to this process. I facilitated professional development programs to further teacher growth. I managed student behavior by enforcing school rules and implementing positive behavioral interventions. Effective collaboration with teachers, staff,

parents, and the community was essential in fostering a positive and productive learning environment. I delegated tasks efficiently and supervised staff to optimize school operations. Curriculum development aligned with educational standards was a priority, and I managed school resources judiciously, including budgeting and scheduling. Problem-solving related to academics, discipline, or school operations was a regular function of my role. Clear and concise communication with staff, students, parents, and the community was paramount. I mediated conflicts and cultivated positive relationships with all stakeholders. Data analysis on student performance, school climate, and other factors informed decision-making. Program evaluation and subsequent implementation of improvements were ongoing responsibilities.

## **Special Education Teacher**

### **Scarborough Model Middle School**

Aug 2006 - Jul 2010 (4 years)

I differentiated instruction to accommodate each student's unique learning styles and abilities. I developed or adapted curriculum materials to align with Individualized Education Programs (IEPs) and cater to diverse learning needs. I skillfully integrated assistive technology to support student learning and overcome challenges. I created engaging and interactive lessons to motivate students and make learning enjoyable. I employed a variety of assessment methods to monitor student progress, identify strengths and weaknesses, and inform instructional strategies. I collaborated with teams to develop and implement Individualized Education Programs (IEPs) outlining specific goals and accommodations for each student. I analyzed student data to track progress and measure the effectiveness of interventions. I implemented positive behavior management strategies to create a structured and supportive learning environment. I utilized de-escalation techniques to manage disruptive behaviors and maintain a calm classroom climate. I fostered positive and trusting relationships with students to create a sense of safety and belonging. I effectively collaborated with parents, general education teachers, therapists, and other professionals to support student success. I clearly communicated student needs and progress to parents and other stakeholders. I actively listened to students, parents, and colleagues to understand their perspectives and concerns.



## **Commercial Driver**

### **Birmingham Hide & Tallow Co., Inc.**

Sep 2005 - Aug 2006 (1 year)

Driving Expertise

As a skilled trucker, I possess proficiency in operating various trucks and trailers safely and efficiently in diverse weather and road conditions. Expertly navigating routes using maps, GPS systems, and industry-specific resources was a core competency. Prioritizing safety, I adhered strictly to all regulations, including proper cargo securement, hours of service restrictions, and maintaining an impeccable driving record.

### **Business Management Skills**

I demonstrated a foundational understanding of accounting principles, budgeting, record-keeping, and tax filing requirements for self-employed individuals. Strong communication and interpersonal abilities enabled me to cultivate positive relationships with shippers and negotiate favorable contracts. Proactively seeking new clients and securing profitable freight loads were essential to maintaining consistent revenue. Effectively troubleshooting mechanical issues, adapting to unexpected challenges, and responding to fluctuating road and market conditions were critical problem-solving skills.

## Additional Skills

Possessing basic mechanical knowledge allowed for preliminary vehicle assessments and minimizing downtime. Physical stamina was essential for enduring extended periods of driving and physically demanding tasks such as loading and unloading cargo. Efficient time management was crucial for optimizing routes, meeting deadlines, and adhering to hours of service regulations. Proficiency in utilizing GPS, dispatch software, and electronic logging devices demonstrated technological competence.



## **Social Service Director**

### **Alabama Department of Human Resources**

Jul 2005 - Aug 2006 (1 year 2 months)

I possess a strong track record of establishing strategic direction for social service programs, cultivating a mission-driven culture among team members, and inspiring staff to deliver exceptional services. I excelled at conceptualizing and implementing effective social service programs tailored to the specific needs of the community. Key strengths include efficient budget management, strategic resource allocation, and meticulous program outcome tracking. Building robust relationships with donors, foundations, and government agencies was essential to program sustainability, and I adeptly secured grants and funding. As a passionate advocate for social justice, I championed progressive policies addressing the root causes of poverty, homelessness, and other social issues. Effective communication of program needs to policymakers and stakeholders facilitated positive change. Fostering collaboration with other social service organizations, community leaders, and government agencies was crucial to maximizing program impact. I demonstrated calm and effective leadership during crisis situations, prioritizing client and staff safety and well-being while developing solutions. Establishing trust and rapport with clients from diverse backgrounds was paramount, requiring strong communication, active listening, empathy, and effective communication with clients, staff, donors, and other stakeholders.

## **Social Service Case Worker**

### **Alabama Department of Human Resources**

Aug 2003 - Jul 2005 (2 years)

I possessed strong communication skills characterized by active listening, which enabled me to truly comprehend clients' needs and empathize with their situations. I excelled at translating complex information into understandable terms for clients from diverse backgrounds. Additionally, I effectively documented case notes, reports, and other written materials. My interpersonal skills included empathy, compassion, and cultural competency, which allowed me to build rapport and trust with clients from various backgrounds. I successfully mediated conflicts between clients, family members, and service providers while maintaining appropriate professional boundaries. Furthermore, I demonstrated critical thinking, problem-solving, and goal-setting abilities to address clients' needs and develop effective plans. I efficiently managed my caseload, prioritized tasks, and coped with stress while adhering to ethical guidelines and utilizing technology proficiently.

## **Behavioral Health Specialist**

### **Alta Pointe**

Dec 2002 - Aug 2003 (9 months)

Technical Skills: I applied Applied Behavior Analysis (ABA) principles to assess behaviors, develop interventions, and measure progress. I effectively collected and analyzed data on target behaviors



to inform intervention strategies. I created and implemented individualized positive behavior support plans (PBSPs). My understanding of common developmental disabilities informed my approach to behavior support. I de-escalated crisis situations and ensured the safety of all involved. I developed comprehensive treatment plans and maintained accurate documentation.

Interpersonal Skills: I communicated effectively with clients, families, caregivers, and other professionals. I actively listened to understand the needs and concerns of those I served. I effectively problem-solved challenging behaviors. I demonstrated patience and empathy while providing culturally competent care. I utilized positive reinforcement strategies to motivate positive behaviors. I collaborated effectively with a team of professionals.

## **Commercial Driver**

### **South Central Pools**

Jul 2002 - Aug 2003 (1 year 2 months)

I possess extensive experience operating large box trucks and trailers in various weather conditions. Navigating traffic congestion, maneuvering in residential areas, and handling heavy loads became routine tasks. I demonstrated exceptional skill in operating a large vehicle with precision and care.

Delivering pool supplies required meticulous route planning to optimize stops and minimize travel time. I excelled at map reading, traffic prediction, and scheduling deliveries to ensure timely arrival for pool installations or maintenance.

Working independently, I developed strong time management skills. Juggling multiple deliveries and pickups daily, I prioritized tasks to meet deadlines consistently.

The physical demands of unloading pool chemicals, filters, and other supplies contributed to significant strength and stamina development. I efficiently and safely handled heavy loads.

Building positive relationships with pool company clients was crucial. I maintained open communication regarding deliveries, assisted with unloading as needed, and ensured customer satisfaction.

The transportation industry presented unexpected challenges, such as flat tires, road closures, or equipment malfunctions. I developed effective problem-solving abilities to overcome obstacles and maintain delivery schedules.

Safety was a paramount concern. I meticulously secured loads, inspected equipment for damage, and adhered to safety protocols. My attention to detail ensured the safe and successful completion of every delivery.

## **Customer Service Manager**

### **Sears Teleserv**

2002 - 2003 (1 year)

I led a team of customer service representatives who provided exceptional service to our clients, including meeting needs promptly and efficiently. As the Customer Service Manager, my primary goal was to ensure our customers had a positive experience with our company.

In my role, I was responsible for managing the day-to-day operations of the customer service team, including scheduling, training, and evaluating employee performance. I worked closely with other

departments, such as sales and marketing, to ensure that customer needs were met and that our company's overall goals were achieved.

I was also responsible for developing and implementing process improvements to increase efficiency and reduce costs, including identifying areas where we could improve our processes, implementing changes, and monitoring the results to ensure they met our goals.

One of my key responsibilities was to handle customer complaints and issues. I worked closely with customers to resolve their issues, often requiring creative problem-solving and effective communication skills. I also kept track of customer feedback and used it to identify areas where we could improve our products and services.

In addition to my day-to-day responsibilities, I also worked on several special projects throughout the year. These projects included developing and implementing new customer service policies and procedures, conducting customer satisfaction surveys, and analyzing the results to identify improvement areas.

Overall, my role as Customer Service Manager involved a combination of leadership, customer service, and process improvement. It was a challenging but rewarding job that required strong communication and problem-solving skills and the ability to work well under pressure.



## **Commercial Driver**

### **Knight Transportation**

Jul 2000 - Jul 2002 (2 years 1 month)

As a Class A truck driver, I possessed advanced maneuvering skills, expertly handling large vehicles in diverse conditions, including highways, confined spaces, and inclement weather. I excelled at trip planning and navigation, optimizing delivery times, fuel efficiency, and regulatory compliance. Safety was paramount, as I adhered to the highest standards to prevent accidents and protect myself and others on the road. Regular preventive maintenance ensured my truck operated optimally.

Beyond driving, I demonstrated strong business acumen through effective financial management, including budgeting, fuel cost control, profitability analysis, and tax compliance. Customer satisfaction was a priority, with timely deliveries and clear communication. Exceptional time management skills enabled me to meet deadlines, manage rest periods, and maximize efficiency. I thrived on problem-solving, overcoming challenges like breakdowns, delays, and route changes.

Physical stamina, adaptability, and resilience were essential for the demanding role, allowing me to endure long hours, adapt to changing circumstances, and manage periods of solitude. Technological proficiency in trucking software, GPS, and communication tools was crucial for efficient operations. My self-motivation fueled my success as an independent business owner, driving my goals and perseverance on the road.

I held a PA South-48 State commercial driver's license with all endorsements, including hazardous materials.



## **Commission Sales Manager**

### **ADT**

1999 - 2001 (2 years)

As a Commission Sales Manager, I led a team of sales representatives. My role encompassed several key responsibilities. I developed and executed strategic sales plans to drive revenue growth, analyzing market trends, identifying new opportunities, and creating targeted campaigns. I coached and mentored my team, providing feedback, setting performance targets, and supporting individual sales strategies. Additionally, I managed the sales pipeline, tracked metrics, and reported on key performance indicators, leveraging data and analytics tools. Building strong client relationships required negotiation, problem-solving, and upselling opportunities. I also managed the sales budget, forecasting revenue and allocating resources effectively. This role demanded strong leadership, communication, and analytical skills, and I enjoyed contributing to the team's and organization's success.



## **Mail Carrier**

### **Airborne Express**

Jun 1999 - Jul 2000 (1 year 2 months)

Daily operations included efficient route completion and delivery of all assigned mail and freight packages within specified timeframes. I carefully handled and transported various package sizes and weights, ensuring no damage or loss. Daily pre-trip inspections were conducted, and any mechanical issues were reported. Vehicle cleanliness was maintained. Excellent customer service was provided, addressing inquiries and resolving issues promptly. Accurate delivery records, proof of delivery forms, and other required paperwork were completed. Safety and compliance were prioritized by adhering to all traffic regulations and employing defensive driving techniques. I strictly followed company safety policies and procedures, including the use of safety equipment, and complied with federal, state, and local regulations for mail and freight transportation. Additional responsibilities included demonstrating flexibility by working overtime and weekends when necessary to meet delivery demands. I successfully handled urgent deliveries with time-sensitive requirements and contributed to operational efficiency by suggesting route improvements and assisting with truck loading and unloading.



## **Delivery Driver**

### **Rhodes Furniture**

May 1998 - Jun 1999 (1 year 2 months)

I efficiently loaded and unloaded furniture from the delivery truck using proper techniques and equipment. I transported furniture to customers' homes or businesses in a timely and safe manner. I provided excellent customer service by interacting professionally and courteously with customers, obtaining their signatures, and completing necessary delivery paperwork accurately. Additionally, I followed assigned delivery routes efficiently to minimize travel time and fuel consumption. I verified the accuracy of delivered items against order forms and reported any discrepancies. I conducted routine vehicle inspections and reported any maintenance issues promptly, adhering to all traffic laws and company safety regulations. When applicable, I assembled furniture at the customer's location according to instructions, placed furniture in designated rooms or locations as requested, and removed old furniture for disposal or recycling.

## **Telemarketing Manager**

### **West Telemarketing**

1997 - 1999 (2 years)

As Telemarketing Manager, I oversaw the company's telemarketing operations with a focus on driving sales growth and revenue. I managed a team of agents, providing training and guidance to optimize performance. By developing and executing sales strategies, scripts, and performance metrics, I identified areas for improvement. Analyzing sales data and customer feedback allowed

me to make informed decisions regarding campaign optimization, agent coaching, and process enhancements. Fostering collaboration with sales, marketing, and customer service teams was essential. Accurate recordkeeping of sales activity, customer interactions, and campaign performance enabled comprehensive reporting and progress tracking. Staying abreast of industry trends through training and conferences was crucial. My success in this role relied on strong leadership, analytical skills, communication abilities, and adaptability to market dynamics and customer demands.



## **Forklift Operator/Cashier**

Lowe's Companies, Inc.

Jan 1997 - May 1998 (1 year 5 months)

As a forklift operator, I efficiently loaded and unloaded trucks by operating the forklift to move pallets of merchandise. I contributed to inventory management by relocating and stacking pallets in designated storage areas. Additionally, I supported order fulfillment by picking and staging orders for customer pickup or delivery. I removed empty pallets and debris from the warehouse to maintain a safe and organized work environment. I prioritized safety by conducting daily forklift inspections, reporting mechanical issues, and adhering to safety guidelines while operating the equipment.

As a cashier, I provided excellent customer service by greeting customers, assisting with product selection, and offering information about store policies. I accurately processed customer purchases, handled returns, and operated the cash register. I supported inventory management by scanning products and processing price changes. I resolved customer issues and complaints in a professional and timely manner. I maintained a clean and organized cashier area and collaborated with coworkers to create a positive customer shopping experience.

## **Stock Manager/Customer Service Manager**

Delchamps Food Store

Sep 1992 - Dec 1996 (4 years 4 months)

I managed and resolved customer complaints and issues promptly and professionally, fostering customer satisfaction and loyalty. I implemented and maintained exceptional customer service standards throughout the store. I trained and coached store associates on effective customer service techniques and problem-solving skills, building strong customer relationships through personalized interactions and follow-ups. I handled escalated customer complaints, found satisfactory resolutions, and managed customer feedback to implement necessary improvements.

I hired, trained, and developed customer service team members, creating and managing employee schedules to optimize staffing levels. I conducted performance reviews, provided constructive feedback, and motivated and inspired the team to achieve goals. I resolved conflicts and maintained a positive work environment, delegating tasks effectively and empowering team members.

I developed and implemented customer service policies and procedures, analyzing customer service metrics to identify areas for improvement. I implemented strategies to increase customer satisfaction and loyalty, managing the customer service budget and resources efficiently. I coordinated with other departments to ensure smooth operations and implemented new customer service initiatives and technologies.

Additionally, I managed store returns and exchanges, handled customer inquiries about products and services, and coordinated with loss prevention to address theft and fraud issues. I assisted with store opening and closing procedures and participated in in-store marketing and promotional activities.

## Education



### **Walden University**

Doctor of Business Administration, Analytic Finance

Aug 2017 - Jan 2023



### **Walden University**

Master of Business Administration (MBA), Corporate Finance

2015 - 2017



### **Alabama State University**

Master of Education (M.Ed.), Educational Leadership and Administration, General

2012 - 2014



### **Alabama State University**

Master of Education (M.Ed.), Special Education and Teaching

2006 - 2010



### **University of Mobile**

Bachelor's degree, Social Psychology

2002 - 2003



### **University of Montevallo**

Class A Commercial Drivers License, Commercial Driving Academy

2000 - 2001



### **Spring Hill College**

Pre-Medicine/Pre-Medical Studies

1994 - 1999

Omega Psi Phi Fraternity, Inc.

### **Vigor High School**

1990 - 1994

## Licenses & Certifications



**Class A Instructional Leadership** - Alabama State Department of Education



**Corporate Finance** - Walden University

MBA

**Class A Collaborative Teaching (Special Education)** - State of Alabama Board of Education

**Class B Middle School Mathematics** - State of Alabama Department of Education

**Class A Commercial Driver License (Semi Tractor-Trailer)**

**Class B Commercial Driver License (Passenger/School Bus)** - State of Alabama Department of Transportation



**Corporate Finance Practitioner** - Walden University  
Doctor of Business Administration



**Academic Form and Style Editing** - Walden University

## **Skills**

Tenacious Work Ethic • Variance Analysis • Problem Solving • Financial Results • Written Communication • Economics • Economic Research • Econometrics • Development Economics • Statistics

## **Honors & Awards**

**Teacher of the Year** - Dr. Jason Laffitte  
Feb 2014