

# SALVATORE NAVARRO JR., PRC

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## OPERATIONS MANAGER/TALENT ACQUISITION

*Recruitment & Training / Strategic Planning / Process Optimization / Team Leadership*

An accomplished Recruitment and Operations Manager with expertise in corporate talent acquisition, team building, sales, account management, and customer service. A strategic planner with a proven track record of creating standard operating procedures to increase efficiency, boost productivity and reduce costs in order to maximize profitability. An articulate communicator and respected leader who motivates cross-functional teams to excel professionally in order to drive revenue growth and further the mission of the organization.

### **Areas of Expertise:**

- Operations Management
  - P&L Budget Management
  - Fleet & Inventory Management
  - Six Sigma & Lean Methods
  - Sales & Customer Relations
  - Recruitment & Team Leadership
  - Account Management
  - Strategic Planning
  - Process Optimization
  - Cost Reduction
  - Effective Issue Resolution
  - Articulate Communication
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## PROFESSIONAL EXPERIENCE

### **VALENCIA COLLEGE, MANAGER, COURIER SERVICES, PLANT OPERATIONS, ORLANDO, FL, 2011-2016**

*Recruited, hired, and trained staff of 11 located across three campuses in customer service, software applications, and senior leadership roles while directing a system-wide mail service delivery of 85,000+ units annually.*

#### **Accomplishments:**

- Reduced operational expenditures by 17% by implementing a package tracking software to improve delivery, which streamlined workflow and improved operating efficiency, resulting in being selected to create and train a 150+ staff on SOPs for plant operations.
- Maximized efficiency and productivity through targeted talent acquisition, skilled interviewing, and evaluating job simulations during the selection processes.
- Selected to chair and serve on career staff grievance committees and recruitment committees for roles in HR, finance, bookstore, and plant operations.  
Created and updated a departmental informational web resource for students and employees.

### **OCE NORTH AMERICA, COMMERCIAL SALES REPRESENTATIVE, LEXINGTON, KY, 2007-2009**

*Identified qualified leads and generated new business by closing effective sales presentations for this global provider of document management systems and services, including hardware, software, and digital print solutions.*

#### **Accomplishments:**

- Awarded Freshman Club honors for achieving a \$320K sales quota within the first year.
- Boosted revenue and consistently closed sales by utilizing cost analysis during sales presentations to demonstrate how certain products and services could increase operational efficiency and profitability for customers.
- Maximized upselling, repeat sales, and referral business by established long-term customer relationships by consulting with clients to determine ever-changing needs and offering appropriate products and services.
- Minimized contract disputes and billing errors by thoroughly reviewing lease agreements for accuracy.

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### **AARON'S SALES AND LEASE, CUSTOMER ACCOUNT MANAGER, LEXINGTON, KY, 2004-2007**

*Supervised a team of sales associates to oversee customer accounts, including sales, delivery, and service requests for this lease-to-own home goods retailer with a customer base of 1,200+ and an annual revenue exceeding \$1.2M.*

#### **Accomplishments:**

- Consistently achieved 97.5% of monthly revenue collection targets by developing strong customer relations in order to assess client needs, address concerns, and resolve any issues quickly and efficiently.
- Improved overall sales team performance and drive revenue growth by recruiting and training new associates in sales, customer service, delivery installs, and account management.
- Increased efficiency and productivity and ensured the highest level of customer satisfaction by implementing solutions to streamline inventory management and delivery scheduling.
- Quickly promoted from Sales Manager and offered a general manager position with two different Aaron's franchise locations.

### **PENSKE TRUCK LEASING, BRANCH RENTAL MANAGER, TALLAHASSEE, FL, 1999-2004**

*Oversaw all branch operations, which included truck leasing, fleet maintenance, sales, employee recruitment and training, and customer support. Directed hiring services to maximize on rental opportunities.*

#### **Accomplishments:**

- Quickly promoted from Rental Management Trainee to Branch Rental Manager.
- Maximized employee performance and productivity by conducting ongoing staff evaluations and training, including compliance checks for five agent locations.
- Ranked #1 in the region for achieving a consistent direct operating profit of 52% through effective cost reduction and P&L management.
- Increased safety and maintained the lowest accident damage rebill rate in the region by proactively monitoring fleet maintenance reports.

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## **EDUCATION, CERTIFICATIONS, & PROFESSIONAL DEVELOPMENT**

**Bachelor of Business Administration, *summa cum laude*, Operations Management**

American Intercontinental University, 2011

**Professional Recruiter Certification (AIRS), 2015**

**Six Sigma White and Yellow Belt Certifications, 2014**

**Active United States Army National Guard & Volunteer Firefighter**

**Patient Advocate for the Leukemia and Lymphoma Society**

**Leadership Academy, Valencia College, Competitive Selection Process, 2015**

**Staff and Leadership Development, Mail Systems Management Association, 2014**

**Supervisory Core Competencies, Valencia College, 2013**

**University Mail Systems Management (NACUMS), 2013**

**College & University Mail Management, Mailcom, 2013**

**IMB & Postal Mail Management, Mailcom, 2013**