

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:

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