



Resume of Applicant #148673

- 30+ years of customer service, sales, and administrative experience
- Loyal, dedicated, confident, and client-focused
- Excellent communication skills and phone etiquette
- Proficient in Microsoft Office Software (Excel, Outlook, Word, and Equipsoft)
- Experienced in project management, ensuring timely delivery and adherence to budget
- Proven leadership in managing and guiding project teams

Professional Experience

AJ Jersey Inc., South Plainfield, NJ

Lead Lease/Sales Coordinator

September 2016 - Present

- **Lease Administrator:** Manage lease administration, including contract creation, updates, and monitoring.
- **Credit Approvals:** Obtain necessary credit approvals for lease applications, handling challenging credit situations.
- **Customer Service:** Address customer inquiries and complaints related to leases. Build and maintain relationships with leasing companies and customers.
- **Equipment Warranties:** Implement and maintain warranties for trucks, batteries, and chargers.
- **Commission Payments:** Oversee commission payments for AJ Jersey Inc. and vendors.
- **Project Management:** Lead projects related to lease administration and customer service improvements, ensuring timely completion and adherence to budget. Successfully managed a team to streamline the lease approval process, reducing approval time by 20%.

Westfield High School, Westfield, NJ

Paraprofessional – Bridge Program

September 2015 - Present

- Reinforce learning material or skills introduced by the teacher.
- Provide one-on-one assistance to students with disabilities.
- Guide independent study, enrichment work, and remedial work as assigned by the teacher.

Franklin Elementary School, Westfield, NJ

Paraprofessional – Student Assigned

September 2014 – June 2015

- Reinforce learning material or skills introduced by the teacher.
- Provide one-on-one assistance to students with disabilities.
- Guide independent study, enrichment work, and remedial work as assigned by the teacher.

Pomptonian Food Service, Scotch Plains, NJ

Cafeteria Worker

March 2014 – June 2014

- Prepare food for the school district of Scotch Plains/Fanwood.
- Cashier for window in Scotch Plains Fanwood High School.
- Serve high school students during three lunches and ensure kitchen needs are met.

Petro Oil, South Plainfield, NJ

Customer Retention Specialist

December 2006 – March 2012

- Assist top client segment with complex or escalated issues through high volume of phone and email.
- Provide customers with reliable and accurate information in a timely manner.
- Handle disagreements or conflicts to achieve mutually agreeable solutions, renegotiating contracts to increase company profitability.
- Recognized as a top retention specialist for highest close rate and contract renewals.
- **Leadership:** Led a team initiative to improve customer retention strategies, resulting in a 15% increase in contract renewals.

Petro Oil, South Plainfield, NJ

Internal Sales Representative

April 2004 – December 2006

- Establish, retain, and deepen relationships with high-profile customers.
- Negotiate price plans and rates to secure new business while cross-selling additional features and services.
- Process applications, run credit checks, open accounts, and handle delivery and service requests.
- Consistently achieve and maintain monthly sales quotas.
- Train new employees.
- **Leadership:** Spearheaded a sales campaign that increased new customer acquisition by 25%.

Connell & Co., Westfield, NJ

Senior Administrative Assistant to Vice President of Commodities

September 1988 – November 1999

- Provide comprehensive support in scheduling meetings, coordinating travel arrangements, executing expense reports, budget planning, conferences, and off-site client seminars.
- Emphasize MS Office, Internet Explorer, and statistical typing.
- Handle phone correspondence, client invoicing, and work with accounting to track client payments.
- **Leadership:** Coordinated and led the planning of multiple high-profile client seminars and conferences, ensuring seamless execution and positive client feedback.

Education**Business Administration**

Stafford Hall School of Business, Summit, NJ, 1982

