

FLEET MANAGER | PROPERTY ADMINISTRATOR | OPERATIONS MANAGEMENT | GOVERNMENT & DEFENSE

Proven professional with 20+ years of experience who possesses a strong background of delivering exceptional managerial and operational results with expertise in the areas of Logistics, Fleet, Transportation, Equipment, Financial Performance & Business Development. Knowledge of implementing and improving organizational plans, staff efficiency and increasing revenue that drives strong business outcomes.

Demonstrated Leadership Success Includes...Team Leadership & Personal Character—Proven track record of managing, leading and developing high performance culturally diverse staff. Known as the ‘go to’ person by new and upcoming managers. **Operations**—Excels at delegating and directing departments while making certain systems and processes are compliant with brand standards. **Business Development**—Keen business acumen of foreseeing and acquiring new opportunities while maintaining current accounts. **Strategy Planning**—Creates operational plans that best optimizes the flow of fleet vehicles – resulting in excelling the satisfaction of the customer needs. **Human Resources**—Recognized for sound judgment in recommending candidates including one-on-one onboarding that increases staff retention and business success.

Competencies

- Operations, Logistics, Fleet and Equipment Management, Planning & Implementation
- Sales Channel Development, Performance
- New Business, Go-To-Market strategy
- Operational Budgets, Reporting
- Staff & Vendor Management, Supervision
- Training & Development, Mentor, Coach
- Data Analysis & Tracking, Risk Management
- Team Collaboration, Relationships, Stakeholders
- Exceptional Customer Service, Quality Assurance
- Cost Control, P&L Management
- Human Resources, Talent Acquisition

A Career of Delivering Increased Profits and Stakeholder Value

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Fleet Manager, International Airport

2016 – Present

Driving force behind the strategy and implementation of fleet distribution and logistics of 1000+ multi-use vehicles across multiple brands with Enterprise, National, Alamo, and supply chain locations. Plans, Directs & Coordinates—Overall responsibility for overseeing and controlling the long-term, short-term and day-to-day operations through tactical decision making and team performance.

- **Improved Systems & Scalable Processes**—Develops and executes the full-cycle practices of in-fleeting and de-fleeting of vehicles - ensures that fleet movement between brands and supply chain locations are met.
- **Budgets & Financials**—Evaluates costs and profits to meet projections while adhering to financial and operating metrics; diagnoses past variances and forecasts upcoming issues/opportunities with a focus on vehicle uptime, gross margin, member survey scores etc.
- **Relationship Management**—Builds and nurtures critical relationships with fleet staff, supply chain, distribution and key vendor partners as well as other inter-organizational employees.
- **Contracts & Negotiations**—Negotiates and manages all vendor service contracts; coordinates existing in/de-fleeting repairs, cleanliness, and analyzes repairs vs. costs to determine resale value .
- **Multi-Function Human Resources**—Performs all areas of HR responsibilities including staff scheduling of 30-50 staff.
- **Project Management**—Plans/monitors while guiding teams to complete projects within strict time/budget constraints.
- **Data Analysis & Reporting**—Performs quantitative and qualitative analysis; review, evaluation and compilation of reports with accuracy, timeliness, and conciseness based on staff requirements, equipment needs, vehicle downtime, and measured service levels.
- **Fleet Optimization & Strategy**—Analyzes market data to strategize around model mix and fleet growth; works in the field to assist the team with audits and evaluations.
- **Staff & Vendor Supervision**—Directs 30 to 45 fleet staff and vendors; manages vendor performance on 100’s of weekly tasks – maximizes uptime and minimizes costs.

Operations Manager

2013 – 2016

Advanced through series of promotions; responsible for nightly rent projection, asset control, human resources, and analysis of reports using company computer software tools.

- **Business Development/Promotions**—Researched market trends (community, organizations and event opportunities).
- **Assessment & Next-Day Planning**—Determined the success of the day (i.e. goals being met), fleet count and accuracy, etc. and delivered solutions to issues - staged fleet for next day reservations.
- **Customer Satisfaction**—Made certain customers were provided a selection of vehicles – timely and helpful delivery; coached and guided drivers and fleet service staff to overcome challenges and to complete tasks.
- **Financial Performance**—Maintained a keen eye and review of sales including market analysis/competition, all transactions, length of rental, daily dollar average revenue per unit and fleet size to maintain accurate asset recordkeeping and summarization of finding – advised management of issues, problem areas and advised on solutions.
- **Inventory Control**—Processed/accounted for an average fleet of 900 vehicles – utilized system tools for tracking.
- **QA & Fleet Standards**—Ensured fleet was maintained at the highest quality of standards through daily QA inspections including manufacturer recall needs, follow-up on vendor work (conducted repairs etc. inspections).
- **Daily Supply Management**—Confirmed fleet availability during peak rental days; projected rentals demand and needs.
- **Sales Performance Monitoring & Tracking**—Rental Agents, Drivers and Service Agents - coached and trained to ensure the contracted vehicles process was delivered in a timely manner.
- **Contracts & Quality Assurance**—Carried out data audits of rental contracts for underwriting accuracy - contacted random customers to ascertain feedback of the rental experience.

Assistant Manager, Flagship Branch

2012 – 2013

Led a staff of 10, directed the day-to-day operations for key business and government accounts. Managed assigned accounts both directly and indirectly, minimized risk and delivered superior customer service.

- **Billing**—Monitored and processed customer installments; ensured accurate payoffs of billing and extension of payments.
- **Customer Service**—Received & acted upon customer complaints (all locations) – implemented concise problem-solving.
- **New Business & Relationships**—Grew customer base; maintained current relationships and establishing new ones – performed marketing tasks through touch-base phone calls to vendors, body shops, and insurance agents.
- **Costs & Profit**—Identified and reduced business expenses by evaluating cost control and the P&L statement.
- **Onboarding**—Assisted with on-boarding of new manager trainees - mentoring, coaching, training, and development.

Additional Experience

XXXXXXXXXX XXXXXXXXXXXX, HUNTSVILLE, AL. – Station Manager, International Airport	2010 – 2012
XXXXXXXXXX XXXXXXXXXXXX, HUNTSVILLE, AL. – Manager Assistant, Branch	2010 – 2010
XXXXXXXXXX XXXXXXXXXXXX, HUNTSVILLE, AL. – Manager Trainee, Branch	2009 – 2010
XXXX ENTERPRISES, MADISON, AL. – Sales Consultant	2008 – 2009

Educational & Training Background

Bachelor of Arts, Logistics, Minor in Procurement — Alabama A&M University – Huntsville, AL
Certified, Class C Underground Storage Tank - UST Class C Operator Training
Certified & Trained, Airport Authorized Signatory for Airport/TSA Badging Office - Sensitive Document Handling for Background Checks & Access to Secure Areas - License XXX-XXXX Series Training.

What Other's Say...

“...a genuine leader that is focused on the people. He makes sure that all team members are engaged and connected...”

“Take charge is the phrase that comes to mind when I think about XXX...”

“XXX has a great attitude and it is infectious within the operation. The staff respect him...”