

First Last

Customer Goals Coach | Manager

Phone Number

Email Address

City, ST

LinkedIn Profile URL

SUMMARY STATEMENT

Driven Customer Goals Coach with 13 years' experience in project management activities. Measurable, demonstrated track record of excellent customer service and customer satisfaction. Successfully operates with shrinking budgets while **building and maintaining teams** with excellent performance records. Provides effective management and coaching to all level of professionals. Works consultatively, **holding consumers accountable** and **focusing on long-term improvement**. Effectively **engages in active coaching** with clients. Continuously maintains deep knowledge of industry markets. Experience leading diverse teams allows for excellent communication, supervisory, and interpersonal skills. *Willing to travel.*

AREAS OF EXPERTISE

Project Management • Budgeting & Forecasting • Customer Relationship Management • Sales Management • Strategic Planning • Marketing • Business Development • Human Resources (HR) • Event Planning & Logistics • Operations Management • Team Building • Logistics • Coaching • Consulting • Accountability • Relationship Building

SKILLS

Verbal & Written Communication • Interpersonal • Leadership • Decision-Making • Motivational • Organizational • Peer Collaboration • Analytical • Microsoft Office (Word, Excel, PowerPoint, Outlook) • G-Suite • Office365 • CRM

RECENT WORK HISTORY

Customer Goals Coach

U.S. Bank – Las Vegas, NV

10/2019 - Present

- ✓ Guides consumer in areas of personal growth; support **continual learning and growth**.
- ✓ Empowers consumer regarding decision-making and accountability.
- ✓ **Focuses on long-term improvement** of overall fiscal behaviors; drives positive end-result for consumer.
- ✓ Assists customers through varying stages of their future and goal lifecycle; **focuses on fulfilling life goals** and aspirations.
- ✓ Identifies ways to change habits, lifestyle, and finances; **supports goal achievement and finance improvement**.
- ✓ **Holds consumer accountable**; supports consumer through behavioral change.
- ✓ Maintains private, confidential relationships without divulging personal information.
- ✓ **Works consultatively** with customers, official bankers, and other licensed finance professionals.
- ✓ Utilizes bank products and overall **money management techniques**; provides actional advice to consumers.

Certified Executive Business Coach | Director of Accountability & Franchise Development

ActionCOACH Global – Las Vegas, NV

11/2015 – 09/2019

- ✓ Developed high-quality **business strategies & plans**; ensured alignment with short-term & long-term objectives.
- ✓ Led, motivated coaches to advance employee engagement; **developed high performing managerial team**.
- ✓ **Oversaw Key Performance Indicators (KPIs)**; ensured desired results were consistent with strategy & mission.

Customer Goals Coach | Manager

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- ✓ Made high-quality development decisions: **advanced business and increased profits.**
- ✓ Enforced adherence to legal guidelines and policies; maintained company's legality and business ethics.
- ✓ Reviewed financial & non-financial reports: **devised solutions or improvements.**
- ✓ **Built trust relations with coaches & affiliates;** acted as point-of-contact for C-Level executives.
- ✓ Analyzed problematic situations & occurrences; provided solutions that **ensured company growth.**
- ✓ **Strengthened relationships** with business brokers, franchise consultants, and strategic partners.
- ✓ Ensured all new franchisee prospects were contacted, scheduled, and engaged through sales process.
- ✓ **Formed strategic alliance** with Chief Marketing Officer/Director for proper CRM usage & marketing materials.

Property/Facility Manager

Desert Self Storage – Las Vegas, NV

03/2015 – 10/2015

- ✓ **Retained engaged team** of high-performing storage consultants through ongoing coaching techniques.
- ✓ Ensured team members demonstrated sales-focused & customer-centric behaviors.
- ✓ **Identified, celebrated operational successes;** developed & implemented plans to address opportunities.
- ✓ Managed P&L; included payroll, repair, maintenance, and expense budgets.
- ✓ **Conducted regular property audits** on 400 units; ensured property was safe and met all company standards.

Weapons Section Project Manager | Budget & Finance Analyst

United States Air Force

07/2007 – 08/2014

- ✓ Coordinated weapon requirements for United States' newest aircraft with six organizations; led to **smooth transition of \$6B program.**
- ✓ Oversaw on-time shipment/receipt of over 2,000 tons of explosives; enabled execution of 18% total pilot training weapons expenditures.
- ✓ **Provided oversight of \$213M weapons stockpile** encompassing the Air Force's largest test & training ranges.
- ✓ Instituted innovative pilot training asset modifications; prevented potential property damage; **saved Air Force \$40K** in replacement parts.
- ✓ Managed marketing & sales for Las Vegas Air Force Ball; **generated over \$55K** toward event for 1500 attendees.
- ✓ **Supported 2,200+ personnel** with an **annual budget of \$2.5M.**
- ✓ Performed routine continuing budget functions involving the formulation, execution, and analysis of the organization's budget and funding requirements.
- ✓ Reviewed and **prepared budget estimates and financial plans.**
- ✓ Analyzed budget execution, administration work; monitored obligations incurred and actual expenditures of funds.
- ✓ **Provided advice, assistance, and guidance** on budgeting; conducted analysis, reviews, and special studies of budget.

EDUCATION

Bachelor of Applied Science (BAS)
Concentration in Project Management
University of Phoenix

CERTIFICATION

Certified Business Coach
ActionCOACH Global
Recognized by ICF

VOLUNTEERISM

Consultant | Coach
Foster Kinship
Non-Profit Business Dev