

Carlton Addison, Jr.

387 Joseph E. Lowery Blvd. • Atlanta, GA 30310
Phone: 843-460-7909 • E-Mail: Ethicalbusiness87@gmail.com



OBJECTIVE

To successfully transition into a career in Operations Management with interest in Information Technology by leveraging over 15 years of professional Customer Service, Technical Support, Training and Management experience; all while combining my educational background in and personal entrepreneurship experiences.

EDUCATION

Master of Arts, Information Technology Management
Strayer University, Atlanta, GA

Anticipated Graduation: December 2019

Bachelor of Science, Business Administration May 2012
Morris College, Sumter, SC

PROFESSIONAL WORK EXPERIENCE

Tyler Perry Studios, Weed Eating Expert (Atlanta, GA)

May 2018-Present

- Responsible for successful and safe operations of landscape equipment.
- Working closely with team members to properly execute all assignments and complete work invoices.
- Adhering to company policies for operating all small engines and all other equipment.
- Cleaning and maintaining both vehicles and storage locations.
- Design, detail, and landscape for a mildred of landscaped locations throughout the property.
- Knowledge of operation for fork lift, zero turn lawn mower, walk behind mower, mulch/sod installation, and creating drive way's for homes on property.

Consumer Energy Partners, Verification Specialist Supervisor (Smyrna, GA)

February 2015 - April 2018

- Responsible for the successful daily operation of a team of 10 – 18 employees.
- Monitor & evaluate performance according to quality control standards, and conduct performance evaluations.
- Provide technical assistance for customers and technicians. Analytics, and operations of Content Management Systems
- Train, coach, and develop employees on products, services, system operations, procedures, and effective call handling techniques ensuring positive customer experiences.
- Review and analyze performance data to implement targeted action plans to improve KPI's.

Kentucky Fried Chicken, Assistant Restaurant Manager (Summerville, SC)

August 2003 – February 2015

- Assist in managing the operations and staff of the restaurant.
- Ensure compliance of all federal, state and local regulations, food safety procedures, and ethical business practices.
- Maximize store sales and profit goals to ensure long-term business growth.
- Participate in the achievement of store objectives, and execution on all company policies, procedures, programs and systems; ensure protection of KFC's brands & assets
- Recruit and train a quality workforce, motivating them to perform their jobs based on all company standards & policies to maintain work efficiency.
- Review, follow up, and resolve all customer complaints within 24-48 hours

NCO Financial, Debt Collection Specialist (Internship) (North Charleston, SC)**August 2009 – January 2010**

- Communicate with at least 20 customers daily by telephone and/or approved written correspondence in an attempt to bring resolution to unpaid accounts.
- Provide thorough and accurate account updates on computer files for each call made or received.
- Demonstrate effective skip-tracing techniques by locating debtor contact information.
- Counsel delinquent account debtors to assist in finding funds to meet debt obligations.
- Knowledge, understanding, and compliance with all applicable Federal, State, and Local laws and regulations that regulate the collection industry.
- Provide feedback to management concerning possible problems or areas of improvement; make recommendations for process improvement.
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SKILLS & ABILITIES

- Effective & efficient execution of computer services: hardware diagnostics identify non-working components and offer replacement option, system upgrades, data migration, virus removal, software installation, setup & configuration and other offerings as needed.
- Strong understanding of multiple Internet browsers & search engines: Internet Explorer, Firefox, Safari, Google, Google Chrome, Yahoo, etc.
- Technological Proficiencies: mobile device OS (Android, Apple, Blackberry, Windows), Microsoft Office, Windows Suites, MacOS; strong understanding of digital imaging, Bluetooth and wireless peripherals.
- Exceptional customer service skills. Energetic and approachable.
- Strong ability to learn rapidly and adapt quickly to changing situations; flexible and accountable.
- Ability to efficiently & effectively multitask in high-pressure situations, and to manage multiple projects & priorities simultaneously; all while delivery quality results.
- Ability to work well independently and in a team environment; ability to partners & work cross functionally with other personnel to produce results.
- Communicates effectively at all levels - strong written, verbal, facilitation and presentation skills.
- Highly developed administrative, time-management, decision-making, and organizational skills.