**Tom**

Tom.298952@2freemail.com

**Objective**     To obtain a position in a team oriented environment utilizing my training,

 education, and creativity to enhance my goals.

**Education**    **University of Massachusetts Amherst (UMASS) May 2012**

B.S. degree in Business Management Minor in Human Resource

**Rasmussen College April 2009**

DBMS (Database programmer on Oracle 10g platform) and Administrator, Web Developer, Network Administrator on Cisco and Microsoft Programs

**Certification/Specialized Training**

**PEC/ Premier Safety Management, Inc.**

                Completed course Module 3s

 Osha Qualified to Clean up oil and gas spill (Horizon Maintenance)

 Certified BPCompany and affiliate

**State of Louisiana Specialist Program**

21 century Career builder and financial adviser

Health Practitioner CPR Certified

 Business Marketing SLSP Certified

**Experience**

ResourcePlus: Business Analyst \ Retail Marketer2011 -Present

* Managing and motivating a team to increase sales and ensure efficiency
* Managing stock levels and making key decisions about stock control
* Analyzing and interpreting trends to facilitate planning
* Using information technology to record sales figures, for data analysis and forward planning
* Dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development
* Ensuring standards for quality, customer service and health and safety are met
* Resolving health and safety, legal and security issues
* Responding to customer complaints and comments; attending and chairing meetings
* Organizing special promotions, displays and events
* Updating colleagues on business performance, new initiatives and other pertinent issues
* Touring the sales floor regularly, talking to colleagues and customers, and identifying or resolving urgent issues, dealing with sales when required
* Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing
* Initiating changes to improve the business, e.g. revising opening hours to ensure the store can compete effectively in the local markets
* Promoting the organization locally by liaising with local schools, newspapers and the community in general

 Market Source - T-MobileRetail Consultant  2009 - Present

* Utilized exceptional interpersonal skills to build and cultivate profitable alliances with customers
* Managed front end retail operations and interfaced with diverse clientele to ensure customer satisfaction and loyalty
* Developed and maintained cooperative relationships with retail managers to deliver successful roll-out and promotion of new products
* Demonstrated creative skills by overseeing building and displays to ensure best exposure for product
* Reached out to customers directly to market products by distributing promotional materials and offering incentives at college fairs and local companies

Event Operations Group OnlineEvents Coordinator 2009- Present

* Assisted in staffing the events for community outreach events and fairs logistics.
* Graphic designer and commercialization and awareness of company
* Participated in training booth volunteers
* Assisted in ordering supplies to be distributed at fairs
* Recruited and assisted in scheduling volunteers
* Coordinated with the community education associates on community events and special projects
* Preformed other duties as assigned

G4S Wackenhut Corp.   Certified Security Officer/ Floor Leader2009

* Develop badges for new Employee
* CPR Certified and Trainer
* Filed and documented paperwork for managers and team leaders

Pinkerton Government Service Government Security Supervisor at TVA Widow’s Creek Power Plant 2009

* Received and reviewed invoices for accounts payable transactions, verifying services or product quantities, prices charged, and dates payable accuracy
* Access control, reconstruction, monitored cameras/videos
* Handled controlled deliveries

State of Alabama Congresswoman Lori Thomas Personal Assistant 2004-2008

* Scheduling of travel, conference/meeting scheduling, special projects, report creation, calendar management, research and ordering of office supplies for the Danbury Hall office
* Act as the manager's first point of contact with people from inside and outside the organization
* Screen telephone calls, inquiries and requests, and handle them when appropriate
* Greet and guide visitors, organize, maintain diaries, and make appointments
* Review incoming email, faxes, and letters
* Produce documents, briefing papers, reports and presentations, carry out background research, and present findings into subjects the manager is dealing with
* Organize and attend meetings and ensure the manager is well prepared
* Regularly stand in for the manager, making decisions, and delegating work to others in her absence