

DEON RANDOLPH

Email: deonrandolph3@gmail.com | Phone: (303) 356 - 9875

PROFESSIONAL SUMMARY

An innovative, motivated, and versatile Sales and Operations professional offering *at least 5 years of hands-on experience* in various settings seeking senior level employment opportunities. Key attributes include my proven ability to lead and work with a team of professionals as evidenced by my work experience. I value being productive, process improvement techniques, and exceeding operational goals with a commitment to maximizing profit and customer satisfaction.

SKILLS

- | | | |
|-------------------------|------------------------------|------------------------|
| • Profitability | • Computer Technology | • Report Generation |
| • Customer Satisfaction | • Operational Leadership | • Account Management |
| • Data Entry/Leveraging | • Service Coordination | • Inventory Management |
| • Process Improvement | • Business Analytics | • Fleet Inventory |
| • Quality Assurance | • Profit and Loss Statements | • Customer Retention |
| • Community Outreach | • Assessments | • Marketing/Upselling |

WORK HISTORY

Sales and Operations Management Trainee, July 2021 – Present

Penske Truck Leasing – Duluth, GA

- Develops consumer and commercial customer solutions to local and national accounts; Maximizes revenue
- Manages large inventory of world class and nationally recognized vehicles by balancing fleet productivity
- Generates new business leads as well as foster existing customer relationships
- Schedules delivery and pick up of equipment or trucks
- Finalizes sales for both inbound and outbound calls
- Generates, processes, analyzes, and reviews the daily business reports

Child Protective Services Investigator II, July 2019 – July 2021

Georgia Department of Human Services – Albany, GA

- Conducted investigations of abuse, neglect, abandonment and/or special conditions for children; implemented Solution-Based Casework (SBC)
- Collected information through observation and interviews with the children, parents, relatives, and neighbors
- Assessed danger threats, child vulnerabilities and caregiver protective capacities to determine whether a child is safe
- Arranged emergency placement for any child that cannot safely remain in their home
- Provided families with service linkages to agency and community resources
- Conducted initial/ongoing child present and impending danger assessments

Lead Produce Associate, July 2016 – July 2019

Sam's Club – Albany, GA

- Provided exceptional customer service to members across the club as needed, answering any questions they may have
- Maintaining a clean, neat, and member-ready area
- Received & stocked merchandise in an organized manner
- Maintained inventory so that there is no out of stock and over-stock products
- Trained new team members to meet company standards

EDUCATION

Bachelor of Science Degree: Criminal Justice

Albany State University – Albany, GA

Dec. 2018

AWARDS

“2021 Sales Idol”: Penske Truck Leasing

References Available Upon Request

