

DONALD D. KIENITZ

1603 Kit Carson Way.
Roseville, California 95661
(916) 945-0804
e-mail: d.kienitz@sbcglobal.net

QUALIFICATIONS: Energetic and highly adaptable individual with the ability to achieve goals using innovation, creative thinking, and exceptional customer service. Professional skills include:

- Developing strategies and recommendations to maximize customer satisfaction
- Building positive client relationships to increase customer loyalty and build clientele
- Performing multiple tasks using excellent organizational and time management abilities
- Cultivating new business using prospecting, cold calling, and client development skills
- Working as part of a team using excellent interpersonal communication skills
- Computer literate using PC's with Microsoft Word, Excel, Outlook and Internet

EXPERIENCE:

P/T BANQUET WAITER (4/29/2016 – Present)

Marriott Hotel – Rancho Cordova, California

- Consistently achieve customer satisfaction goals by providing customer service excellence to a wide range of banquet guests.
- Serve as an integral part of a banquet team responsible for setting-up, serving, and cleaning up banquets for weddings, corporate parties, anniversaries and various other special events. NCR, Micros cash registers.

P/T BANQUET WAITER / BARTENDER (9/05/1989 – 5/27/16)

Hyatt Regency Hotel - Sacramento, California

- Consistently achieve customer satisfaction goals providing "first-class" customer service for a wide range of banquet guests.
- Serve as an integral part of a banquet team responsible for setting-up, serving, and breaking down banquets for weddings, corporate parties, anniversary celebrations, and various other special events for as many as 1,200 guests. Micros cash register.

SALES / MARKETING (9/06/2015 – 1/22/16)

Western & Southern Life – Sacramento, California

- Analyze the market and use prospecting skills to seek new clients to present and sell Life insurance products.
- Interact positively with prospects; respond to customer inquiries; quote and sell new accounts. Phones, computer.

SALES / MARKETING (9/30/2012 – 6/30/15)

Independent Insurance Agent – Roseville, California

- Analyze the market and use prospecting skills to seek new clients to present and sell life insurance products.
- Interact positively with and potential prospects; respond to customer inquiries; quote and sell new accounts. Phones, compute

P/T MARKETING / PROSPECTOR (5/01/2001-2/01/2005, 12/01/2007-6/01/2008)

Vortex Industries - Sacramento, California

- Utilize client development techniques to prospect new business for a company specializing in commercial and industrial door sales and service.
- Analyze the business market and use cold calling skills to go door-to-door distributing business cards and brochures marketing the company's various services.
- Interact positively with business owners, managers, and other key decision-makers; respond to customer inquiries, and instrumental in developing new business

SALES / ACCOUNT MANAGER

Terminix Pest Control

(8/01/05-4/01/06)

- Utilize client development skills to cold call business for a branch that specializes in commercial and industrial pest control services.
- Interact positively with business owners, managers; respond to customer inquiries and sell, up sell new and existing accounts. Phones, Computers.

MANAGER / OWNER

Carpet Magic Services – Sacramento, California

(9/01/1994-3/30/1999)

- Utilized entrepreneurial business skills to start-up, expand, and manage a small carpet cleaning and repair business serving homeowners, leaseholders and property management clients.
- Owner/Operator, marketing, sales, accounting and customer service. Phones, Fax and computer.

EDUCATION: ASSOCIATE OF ARTS DEGREE – MARKETING

American River College – Sacramento, California

Special Training / Continuing Education:

- CA Licensed Property and Casualty Agent
- CA Licensed Life Insurance Agent