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## **JEROME J. PALOMO**

### **PROFESSIONAL EXPERIENCE**

#### **Dove Residential & Commercial Services – Mineola, TX**

**February 2012 – Present**

##### **Vice President**

- Created the company's first strategic business plan that landed outside funding of \$125,000
- Function onsite as a project manager for all 219 new clients since 2012
- Maximize client's resale value up to 6% higher than original worth while minimizing costs to fit client's budget as low as \$5,000
- Leverage experience in the handling of insurance claims to increase client's total coverage by up to 28%
- Increased new business relationships by 62% in less than 2 years
- Coordinated company's first print advertising and direct mail campaign that increased 2013 sales by 14%
- Secured, trained and maintained 3 new sales associates that assist in increasing company's annual revenue

#### **The Delta Companies – Dallas, TX**

**June 2010 – July 2012**

##### **Senior Recruiting Consultant**

- Actively recruit healthcare providers to place on temporary assignments while taking into account their location and compensation requirements
- Won Gold Record for highest number of new recruits in a quarter beating the previous record by over 25%
- Rookie of the quarter nomination in 2010
- Awarded Game Ball Trophy by management and coworkers for providing excellent customer experience on 2 separate occasions
- Increased Delta's number of promoters by 15% in less than a year
- Won Gold Record for maintaining the highest average gross margin per deal of all recruiters in the company
- Only recruiter in the history of Delta Flex Travelers to retain 5 traveling teams
- Won Gold Record for being the only recruiter in the history of Delta Flex Travelers to retain 26 traveling therapists
- Promoted to role of Sherpa, within short tenure, to train and mentor new recruiters
- Won Recruiter of the Quarter for Q1, Q2, Q3 of 2012; On track for Recruiter of the Year
- Maintained an average talk time of 2.25 hours per day and average of 105 dials per day
- Won Gold Record for largest number of weeks on both Gross Margin and all 3 KPIs with 69 consecutive weeks hitting both goals

#### **Creative Circle, LLC – Dallas, TX**

**November 2009 – June 2010**

##### **Account Executive**

- Maintained an average talk time of 2:08 hours per day
- Maintained an average of 105 dials per day
- Filled an average of 10-12 jobs per week
- Ranked #8 in the Top 20 Account Executives Nationwide
- Won new business from over 10 clients such as Southwest Media Group, Baylor Medical Center, Hotels.com, Travelocity, Sabre Holdings, Inc., Ralph Lauren, Dobson Flooring, Broadview Security, Ernst & Young, Hilton and TGI Friday's
- Expanded existing business by 15% by identifying new opportunities within client base by introducing clients to emerging technologies and alternative approaches to antiquated thinking

**SRJ Marketing Communications, LLC – Dallas, TX**  
**Account Executive/ Senior Account Executive**

**January 2009 – November 2009**

- Managed client relationships for clients such as The Dallas Convention & Visitors Bureau, The Clayton Dabney Foundation, Savor Dallas, David Sutherland, Z Therapy Whiplash Treatment Center
- Leveraged marketing, public relations, advertising, social networking and emerging technologies to reach target markets for clients
- Consulted with design, technical and marketing staff to plan and manage production of Web site projects
- Sold, developed and implemented strategic integrated marketing campaigns for clients
- Increased New Business Development by 33% in less than a year
- Created and Distributed an average of 2 Press Releases per Week
- Generated solid relationships and placements with 12 major media outlets including NBC, WFAA, Fox, WB33, DMN, D Magazine, Modern Luxury, Paper City, etc.

**StraightOut Media & Marketing – Dallas, TX**  
**Account Executive**

**August 2007 – December 2008**

- Generated new business development opportunities for clients including Stephan Pyles Restaurant, Telluride Festival of the Arts 2008, Café Italia, Screen Door Restaurant and The Wine Loft.
- Sold eight key sponsorships providing critical financial support for Telluride Ski Event 2008 and Telluride Festival of the Arts 2008
- Executed special event coordination, conceptualized print collateral, press release development and distribution, editorial pitching and compiled and presented media summary reports to clients and investors
- Special Event Coordinator for the WFAA- Channel 8 Studio at Victory Park
- Secured new relationship and subsequent placement with 24 New Media Outlets

**EDUCATION**

**University of Texas at Dallas, Richardson, TX**  
*Bachelor of Arts in Interdisciplinary Studies*

**December 2007**

**PROFESSIONAL & COMMUNITY ORGANIZATIONS**

- Vice President of Client Relations – The Family Place/Helping Hands;
- Director of Marketing – OUTTAKES Dallas (AFI);
- Preston Hollow Group Member – Business Networking International;
- Uptown Netweavers Group Member - Business Networking International;
- Communications Chair – Leadership Education & Advocacy Program;
- Committee Member – Resource Center Dallas;

**SKILLS**

Proficient in MS Office (Word, Excel, PowerPoint, Access, Outlook)

Proficient in Adobe (Reader, Illustrator, Photoshop, Contribute)



Name JEROME PALOMO

**Servers Test**

Score / 35

**Multiple Choice**

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

C Tray Jack

A Metal buffet device used to keep food warm by heating it over warmed water

B Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

C Used to hold a large tray on the dining floor

D Area for dirty dishware and glasses

E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Used to open bottles of wine

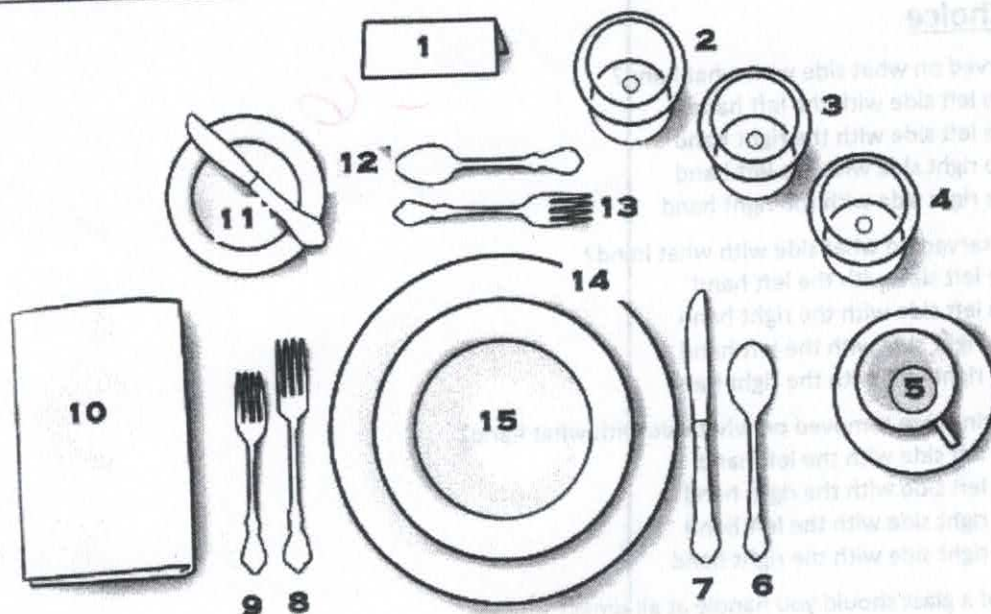
G Style of dining in which the courses come out one at a time

Name

JEROME PALOMO

**Servers Test**

Score / 35



**Match the Number to the Correct Vocabulary**

- |            |                       |             |                              |
|------------|-----------------------|-------------|------------------------------|
| <u>10.</u> | Napkin                | <u>8.</u>   | Dinner Fork                  |
| <u>11.</u> | Bread Plate and Knife | <u>5.</u>   | Tea or Coffee Cup and Saucer |
| <u>1.</u>  | Name Place Card       | <u>7.</u>   | Dinner Knife                 |
| <u>12.</u> | Teaspoon              | <u>2/3.</u> | Wine Glass (Red)             |
| <u>13.</u> | Dessert Fork          | <u>9.</u>   | Salad Fork                   |
| <u>6.</u>  | Soup Spoon            | <u>14.</u>  | Service Plate                |
| <u>15.</u> | Salad Plate           | <u>3/2.</u> | Wine Glass (White)           |
| <u>4.</u>  | Water Glass           |             |                              |

**Fill in the Blank**

- The utensils are placed 1 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? SUGAR/SWEETENERS & CREAMER/MILK
- Synchronized service is when: SERVERS & LEADS ALL PLACE FODD DOWN @ SAME TIME
- What is generally indicated on the name placard other than the name? ASSOCIATION TO GUEST OF HONOR
- The Protein on a plate is typically served at what hour on the clock? 6 O'CLOCK
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
NOTIFY LEAD SERVER & CHEF