

ROSIAH L. GARBO

rosiahqn@msn.com

(602) 7914818

Management/Customer Service Professional/Hospitality/Automotive/Retail/

OBJECTIVE

To obtain a career position in which my strong communication, leadership and organizational skills will thrive and promote success within a company.

Over 10+ years of successful experience in Management with recognized strengths in resolution, problem solving, planning and superb customer service. Accomplished, detail-oriented team player skilled in simultaneously handling multiple tasks in all facets.

Core Abilities

Communication skills (Verbal and written), Staff training, development and empowerment, Interpersonal and relationship building skills, Customer service and client retentions, Project and assignment management, Retail, Sales Support, Public Relations, Consistency.

EXPERIENCE:

10/2017-current PHP Agency (People Helping People Life Insurance) & Valuetainment Dallas, TX
Admin Assistant

- Oversee enrollments and cancellations
- Processing of all fees incoming and outgoing
- Management of ingoing and outgoing emails and phone calls
- Train & develop knowledge and relationships with field agents
- Assist in implementing new systems, policies and procedures in Headquarters
- Required self-development and monthly book readings

2015-2017 TMX FINANCE Warner Robins/Macon GA
General Manager

- Oversee all facets of daily store operations, marketing and lending
- Interview, Coach, and promote a successful work environment & maximize performance
- Develop outstanding relationships, effectively communicate and lead with comprehension
- Maintain high quality rapport with customers and staff increasing sales & financial growth
- Regulated state and federal laws, requirements, Compliance and HR policies
- Review contracts & Loan agreements with clients based on state & legal requirements or regulations
- Coordinate all scheduling, banking, cash handling, controllable costs, PNL's, charts and Goals
- Maintained vendor relations
- Sales & Collections while knowledgeably preparing and analyzing company reports

2013-2015 UHAUL Warner Robins/Macon GA
General Manager/ Field Relief & Training Manager

- Hire, Train, and promote success with in various branches with team members and customers
- Maintain effective communication with customers and staff
- Dispatch and receive equipment through logistic management nationwide
- Install Hitches, check wiring/hook up and inspect all equipment
- Merchandise sales, managed inventory, & all equipment within company policy
- Managed all scheduling, banking, cash handling, controllable costs, and PNL's & various reports

2011-2013 Cool 'n' Dry Self Storage & *Construction UHaul, Fort Valley & Warner Robins, GA

Office Manager/Lease Agent/Sales (@ 2 Locations) *Top 10

- Increased sales by 30%+ in UHaul rentals, Storage rentals and overall sales
- Schedule reservations & appointments by phone and Internet
- Mechanical knowledge and installations skills (over 100 tanning/safety courses taken)
- Managed Payroll, Inventory, Purchasing, Reports & Finance accounting/Bookkeeping
- Provide professional superior customer services and coordinate all duties needed for owner

Executive Assistant To owner: For: **Built to Suit Construction**

*Conducted various business such as:

Business plans, Contracts, Invoices, Bids, Billing, Payroll, Conferences & prepare/host events, Maintain records & bookkeeping

2005-2011 **Home Team Pest Defense (Centex Homes)** **Tempe, AZ**

Assistant Manager/Head Sales Professional/ Field Specialist

- Answer all incoming inquiries for commercial and residential sales by phone
- Door to door sales, Service and Installations
- Train, motivate and maintain goals with team and clients
- Coordinate with dispatchers and technicians to scheduled numerous appointments
- Build and maintain strong healthy rapport with customers and clients
- Provide product demonstration/Installation and Inspections in the field & seminars
- Public relations assistant

Rookie of the year Top 10 in US for 2 years National Representative of the year

Education

Residential Loan Processing Certificate of completion **2005**

AA Degree in Fashion Merchandising/Marketing and Management **2002**
The Fashion Institute of Design and Merchandising **3.2GPA**

West Wood High School **2000**
NAACP Award Winning Scholarship & Elected President **3.5GPA**

Residential Loan Processing Certificate of completion **2005**

ADDITIONAL: Various Online Master course & call center and door to door experience
 Effective Management Training, Keyboard 40 WPM, and Safe Driving Certified
 CPR Certified, Foster Care Licensed & Pest Control Licensed & Avid volunteer
 Proficient in Accounting, Excel, Word, Power Point, Rout Point, Site Link. etc

*Athletic Team Management, Leader, Dependable, Positive, Self Motivated, extensive work ethic, with core values and principles, Assertive & Supportive.