

MICHAEL MAWHORTER

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OBJECTIVE

To utilize prior managerial experience in a satisfying and substantial career, and transition into a full time sales and/or account management role in Middle Tennessee.

PROFESSIONAL EXPERIENCE

Pilot Pool & Spa, Walnut Creek, CA - Feb 2019 to present

Sole Proprietor - Owner and Operator

- Sales, client management
- Billing, accounting, purchasing
- Certified Technician #03-0077 by Pool Chemistry Training Institute - March 2020

Top Notch Delivery, Walnut Creek, CA - May 2014 to June 2019

Director, Operations

- Maintain constant effective communication with all relevant personnel and clients
- Hire, fire, and manage employees
- Manage fleet, safety equipment, gas cards, payroll, and project costs
- Manage relationships with FedEx Ground management, customers, and vendors
- Provide support and training for employees in a fast-paced and stressful workplace
- Analyze driver performance to increase efficiency and safety, in accordance with FedEx policies and U.S. DOT regulations
- Provide logistical oversight for FedEx Ground and Home Delivery operations in five counties: Contra Costa, Solano, Napa*, Sonoma*, and Marin*
 - * Major success: Personally overtook management of three unproductive business segments, overhauled and optimized operations, and led divisions to profitable sale within a year

Bee Green Recycling & Supply, Oakland, CA - March 2012 to June 2014

Project Manager

- Produce and manage three websites for the parent company and subsidiaries
- Handle and verify cash flow from daily operations
- Develop and maintain relationships with customers and vendors
- Inspect, verify, and log incoming and outgoing material inventories per state regulations
- Certify to operate forklifts and other heavy machinery and inspect for asbestos
- Produce pro bono website and video series for local nonprofit organization

Sequoia Technologies IMS, Pleasant Hill, CA - March 2010 to September 2011

Project Manager, SEO Account Manager, Marketing Specialist

- Prepare monthly performance analysis reports for management and for clients
- Create sales, support, education and marketing pieces for print, web, and live digital distribution, including written documents, presentations and videos
- Collaborate with Accounting, Engineering, Project Management, Support and Sales
- Manage up to 50 concurrent SEO campaign accounts with Salesforce CRM
- Communicate with customers via telephone, email, and online chat platforms

EDUCATION

The Master's College, Santa Clarita, CA - earned June 2008

Major: Bachelor of Arts in Communication, Electronic Media

Santa Clara University, Santa Clara, CA - September 2017 - December 2017

Credits earned toward Certificate of Advanced Accounting Proficiency