

DAVID TAYLOR

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FLEET MANAGER | EVENTS PROFESSIONAL

Highly effective Fleet Manager with almost 10 years of experience specializing in event management, logistics coordination and customer support. Offering an array of skills in verbal and written communication, efficient scheduling, ordering, budgeting, establishing stakeholder rapport, maximizing B2B sales, collaboration, new business growth, troubleshooting, hiring and training future leaders, computer savvy and innovative thinking. Proven ability to aggregate information to identify trends and improve processes. Track record of success exceeding targets and deadlines while multi-tasking in dynamic environments.

CORE COMPETENCIES

Vendor Management • Startups • Team Player • Solutions-Oriented • Customer Satisfaction • Analytical Thinking • Leadership Program Management • Travel Coordination • Logistics • Performance Monitoring • Staff Mentoring • Creative Problem Solving

PROFESSIONAL WORK EXPERIENCE

OFFICE AND EVENTS MANAGER – FLEET DEVELOPMENT MANAGER | ABC Inc. (Feb 2022 – Present)

Provided general and specialized operational support for 90+ employees, visitors and vendors.

- **Coordinated weekly on-site and off-site company events and retreats.**
- *Managed live-operational app training and issue resolution.*
- *Created and managed **new customer support** process.*
- *Streamlined Accounts Payable processes for contractors and factoring companies.*

ACCOUNT & FLEET MANAGER – GROWTH & OPERATIONS ASSOCIATE | XYZ Labs (Dec 2021 – Feb 2022)

Managed 300+ member accounts as well as fleet vehicle health and retention.

- *Funneled conversion of potential customers to lease-holding drivers and **established numerous key vendor relationships.***
- **Oversaw 650+ active driver accounts** regarding DMV registration, accidents, losses, repossession, settlements and returns.
- *Orchestrated supply of payment and paperwork for vehicle assignment, leasing, DMV activation and dealership pickup.*
- *Supported Customer Service Team in handling sales phone calls, member e-mails and in-person appointments.*

LEADER (TRAINER) MANAGER – OPERATIONS MANAGER | ABC Fitness (Dec 2018 – Sept 2021)

Hired as first operation team member during pre-launch, scaled team to 10 members within four months and provided oversight.

- **Promoted three times in nine months** for excellent performance after creating systems and proving success.
- *Built and implemented trainer expansion and onboarding process.*
- **Directed team of 60+ remote trainers as well as hired and trained operation team members.**
- *Drafted City Expansion Plan (processes, timeline, contingency plans, contracts and budget).*
- **Aggregated data** on member attendance to create monthly 'class' schedules.
- **Optimized event logistics** for multiple local and regional community marketing events.
- *Accounted for supply order fulfillment, relationship management, inventory, organizing retreats and customer service.*

CONTRACT PRODUCTION COORDINATOR – PRODUCTION ASSISTANT | 123 Inc. (Oct 2016 – Nov 2018)

Managed load-in, setup, activation and load-out of vendors and equipment.

- *Controlled **budget, supply acquisition and event logistics** for various marketing events.*
- **Supervised, trained and managed staff** during promotional concerts, festivals and B2B conferences.

EDUCATION

EVENT AND MEETING PLANNING COURSES, 123 University, Chicago, IL (2011)

INTERDISCIPLINARY STUDIES – COMMUNICATION, SOCIOLOGY, CULTURAL STUDIES, University of ABC, Chicago, IL (2008)

TECHNOLOGY PROFICIENCIES

Microsoft Office | Proprietary Database Management Platforms | Macintosh OS/X