

SHANNON G. CARPENTER

# Resume

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## Cover Letter

I would like to explore an opportunity to join your Staff. My resume is enclosed for your review and consideration.

# ***Shannon G. Carpenter***

***9239 Amberglen Blvd Apt. # 1101***

***Austin, Texas 78729***

***(325) 650-3755***

## **Dear Prospective Employer:**

I would like to explore an opportunity to join your Staff. My resume is enclosed for your review and consideration.

I am certain that you require a hardworking, energetic person to join your staff. I will make every effort to provide you with the best possible assistance to fulfill your mandate of an effective leader who will diligently work towards company goals, promoting productivity and professionalism. I have held various positions in management, customer care and have a positive relationship with employee's clients. In each of these positions, I have developed an excellent rapport with fellow employees and supervisors.

I have a wide range of skills and abilities to offer. My past attendance record is excellent and I have often worked double shifts to maintain the proper staffing. My evaluations have always highlighted my ability to grasp new situations quickly, work harmoniously, and accomplish team goals and objectives effectively and courteously. My previous supervisors have described me as a quick learner and self-starter. My organizational ability, training and work philosophy have resulted in establishing effective work environments, enhancing any area of the business that I would be assigned to.

My most outstanding attributes are the ability to work independently with minimal supervision and provide quality work.

When given the opportunity, I will be a positive asset to your organization. I am fully aware that the key to a successful business is found within its employees. Thank you for your consideration and I look forward to the opportunity to interview with you.

Sincerely,

Shannon G. Carpenter

**E-mail:** alpha7wolf7@gmail.com

**Enclosure:** Total including Cover Letter – 8

# ***Shannon G. Carpenter***

***12800 Turtle Rock Rd. Apt. # 7308***

***Austin, Texas 78729***

***(325) 650-3755***

**OBJECTIVE:** To obtain a Management or a Supervisory position that continually utilizes my creative thinking, positive attitude, organizational and leadership skills. This position would grant rewards and promotions directly based on performance criteria. I prefer a professional and challenging environment that will enhance my education and experience.

**PROFILE:** I am a team oriented individual with outstanding interpersonal communication skills and abilities. My mindset is oriented around an uncanny ability to methodically prioritize work and meet critical deadlines efficiently. I am extremely comfortable interacting effectively with senior management. My background and experience in a professional atmosphere has given me the mental tools to professionally deal with stressful situations and produce positive results never allowing my personal feelings to adversely influence my decisions. To date I have never missed a day of work in my 7 years of working in a professional environment.

## **EXPERTISE:**

- Excellent administrative, analytical and problem solving skills.
- Masterfully experienced in verbal communication skills.
- Extremely strong and effective in handling people and negotiating solutions.
- Computer Literate: Windows / Word / Microsoft Office / Excel / Powerpoint / Publisher / Outlook / Social Media Networking.
- Money Management / Account Management / Customer Service / Administrative and Public Relations / Front Office Assistant / Crew Leader / Assistant Manager / Store Manager / Training / Field Operations/ Sales / Phone / Hiring.
- Culinary Skills / Servsafe Qualified.

## **EDUCATION:**

**Central High School** – San Angelo, Texas – **Diploma**

**Culinary Arts** – San Angelo, Texas 2 years - **Servsafe Qualified**

**Angelo State University** – Full Semester – **Basics**

## **EXPERIENCE:**

**Start Date: 4/03/2017 - Current**

### **Rooms To Go**

**Address:** 3589 Greenlawn Blvd Round Rock, Texas 78664

**Phone:** (512) 362 - 9526

**Contact:** Chris Sorano

**Starting Position:** Sales

**Current Position:** Sales

**Highest Position:** Sales

#### **Job Description and Skills:**

**Sales:** Inside sales associate, approached and assisted customers through the furniture buying process by recommending products based on customer needs and desires, answer any questions regarding products / Maintained a knowledge of sales, promotions, store policies, and security practices / Arranged delivery / Arranged financing options for customers / Provided knowledgeable, honest, and superior customer service.

**Start Date: 4/01/2013 - 04/02/17**

### **Acceptance Now**

**Address:** 11027 Lakeline Mall Drive, Cedar Park, Texas 78613

**Phone:** (214) 536 - 4652

**Contact:** Carol Suda – District Manager

**Starting Position:** Customer Service Representative

**Current Position:** Assistant Manager

**Highest position:** Interim store manager

#### **Job Description and Skills:**

**Sales:** provider the customer information about the program and the benefits of using program

**Collections:** made daily collection calls to ensure that ensure accounts would reflect positively for customers

**Contract Closing:** reviewed contracts with customers to ensure they knew and acknowledged everything they were signing

**Account Representative:** Would manage all customers accounts

**Customer Service:** would answer any question that a customer had

**Legal Filings:** would ensure that any filing of an account were done according to state a federal laws ie: Send legal certified letters, legal filing of past due accounts per county jurisdictions, and attend bankruptcy hearings

Training: responsible for training new hires.

Field Operations: would make Field runs to prevent future loss of account

Management: Disciplinary Plans for Co-Workers / Review and Maintain Employee Time Cards / Schedule Employees Work Days / Review Store Numbers Daily / Ensure Store Maintained Good Working Relationship with Host Store

Never missed a day of work.

**April 27, 2012 - March - 2013**

## **Ashley Furniture**

**Address:** 15424 F.M. 1825, Pflugerville, Texas 78660

**Phone:** (512) 990-5111

**Contact:** Fernando Rodriguez – Front Office Manager

**Starting Position:** Front Office Assistant / Customer Service Representative

Job Description and Skills:

Front Office Assistant / Account Management / Finance Management / Audit / Customer Service / Phone / Team Building / Customer Care / Contract Negotiations / Strong and Effective People Handling Skills / Computer / Organizational Abilities / Never missed a day of work.

**January 20, 2008 – April 1, 2012**

## **Classy Cleaning LLC - S.C. Construction LLC**

**Address:** 3214 Sunset Drive, San Angelo, Texas 76904

**Website:** [www.classy-cleaning.com](http://www.classy-cleaning.com)

**Phone:** (325) 617-2311

**Contact:** Kevin or Shannon Rodgers – Owners (325) 812-4658

Starting Position: **Laborer – Crew Leader**

Ending Position: **Assistant Manager**

**Job Description and Skills:**

Laborer / Assistant Manager / Commercial and Residential Janitorial Services / Crew Leader / Floor Services /

Windows / Field Operations – 15 Crew Members / Customer Service / Disciplinary Resolutions / Crew Timesheets / Floor Services / Remodeling / Office Administration / Filing / Computer / Construction Clean-up / Building Maintenance / Painting / Caulking / Drywall Patching / Phone / Responsible for Company vehicle / Ensure open communications with customers – West Texas Medical Association – SITEL – Goodfellow Air Force Base – West Central Wireless / Maintained positive work environment and never missed a day of work for the entire 4 years. I started working for Classy Cleaning and was promoted to SC Construction during my 4-year tenure.

## **References**

### ***Kevin Rodgers***

San Angelo, Texas

(325) 656 - 1641

Known for 11 years

### ***Shannon Rodgers***

San Angelo, Texas

(325) 812-4658

Known for 25 years

### ***Karen Mitchell***

Eldorado, Texas

(325) 277-5621

Known for 16 years

### ***Brandon Carraway***

Austin, Texas

(512) 784-0480

Known for 7 years

***Frank Rhodes***

Austin, Texas

(512) 771-7166

Known for 4 years

***Carol Suda***

Round Rock, Texas

(214)536-4652

Known for 6 years

*Shannon Carpenter, LLC*  
*Classy Cleaning*



*"The Cadillac Of Cleaning Services"*

To Whom it may concern:

Shannon G. Carpenter began employment with Classy Cleaning on January 20, 2008 at the age of 15 when he was still in High School. He started in a part-time position at night working 4 – 6 hours Monday thru Friday each week and weekends when requested. Upon graduation he worked full-time and also worked overtime on weekends to maintain good Customer Service. He ended his employment with SC Construction on April 1, 2012 and moved to Austin, Texas to further his career and future.

I am the proud mother of Shannon G. Carpenter. The most important attribute I wanted to teach him was that he had to work for everything he wanted in life and that nothing was free. I was taught a good work ethic at a very young age and I wanted to instill that same quality in my son. At the age of 15 I made my son start at the bottom of the totem pole and work his way up the ladder. I did not want him to think that he had special privileges just because his mother owned the Company. I wanted him to earn the respect of his fellow employees while learning every aspect of working and running a successful business.

I must admit I was harder on my son than anyone, because showing favoritism among the employees would not have set a good example. I can't always say he understood at that age but over the years I watched him blossom into a leader amongst his peers and earn the respect of his supervisors. He was taught the "Chain of Command" and understood when he was at work that I was to be seen as his boss and not his mother.

Over the years Shannon was taught every aspect of Classy Cleaning and SC Construction. He did not show much excitement at the prospects of college so I wanted to give him the tools he needed to become a successful employee and possibly even a "Business Owner" himself one day. I knew as the years went by he would eventually spread his wings and fly away so the importance of

showing him everything I could become vital to me as a parent.

By the time Shannon left home at the age of 19 he had worked in every position available in both companies to include administration. He felt the frustrations of being a Supervisor and dealing with incompetent employees and also how to go the extra mile to ensure our customer's needs were met with a smile. He learned skills by the time he was 19, that would take years for many to learn in today's workforce. He learned to treat his supervisors and employees with respect and most importantly I drilled in his head: "The key to a successful business is found within its employees." I am confident that he will carry that statement throughout his professional career and pass it on to whomever is blessed enough to work with him in the future.

I have always said Shannon is not blessed to have me as a mother but that I am the one blessed to have him as a son. The day he left home, it was like a piece of me left with him. I selfishly wanted him here but understood I had to cut the cord and let him become a blessing to others as I watched him take on the world with a renewed excitement. It has been almost 5 years since Shannon left home and looking back I can say with confidence I made the right decisions. To date he has never missed a day's work, he has climbed the ladder in his professional career and I can't wait to see where he is in the next few years. It was an honor to be his mother and even more of an honor to share him with anyone blessed enough to have him as an employee. I promise, you won't ever regret your decision when you hire him. He will surpass all expectations and we miss him to this very day!

Blessings,

Shannon J. Carpenter – Rodgers

(325) 812 – 4658

Classy Cleaning and SC Construction

[www.classy-cleaning.com](http://www.classy-cleaning.com)