

AMANDA HOLTON

Account Manager

Hazlehurst, GA

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912-551-2264

Authorized to work in the US for any employer



WORK EXPERIENCE

Account Manager

GCA Services Group, an ABM company - Baxley, GA

September 2016 to Present

- Oversee 7 schools and manage 40 employees within the district
- Interact with clients on a daily basis to ensure quality of cleaning services is maintained appropriately by on site staff
- Deliver supplies and equipment to all 7 schools
- Perform daily safety walk throughs and weekly quality control inspections
- Address employee questions or concerns on a daily basis
- Develop and recommend custodial operating budget and ensure the department operates within budget.
- Evaluate and justify supplies, equipment, and purchases as needed.
- Maintains staff by recruiting, selecting and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.
- Provide guidance to Account Supervisors on matters related to performance management, staffing/recruitment, training, HR compliance.
- Establish work standards and flow.
- Establish and maintain effective lines of communications with the client and facility personnel to ascertain that their needs and requirements are being met per the contract.
- Enter and approve changes in Gateway system in a timely manner.
- Ensure compliance with regulatory agencies.
- Maintain an environment that is sanitary, attractive, and in orderly condition.
- Demonstrate and promote company culture, values and management philosophy.
- Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending improvements.
- Control Expenses within area of responsibility.

Senior Assistant Branch Manager

Security Finance - Hazlehurst, GA

2015 to 2016

- Solicit for new or renewable customers
- Receive loan payments and post to customer accounts
- Maintain cash drawer accuracy
- Prepare and handle office deposits and maintain checkbook accuracy
- Prepare and process loan applications
- Close approved loans

- Perform collections activities on delinquent accounts; by both written, telephone, and home visits
- Assist with the development and training of new personnel
- Help in maintaining compliance with company policy and procedures
- Maintain accurate filing and record keeping system
- Prepare and assemble reports for remittance, and for branch record keeping
- Oversee Branch operations in Managers absence

Assistant Store Manager/Acting Store Manager

Dollar General - Lumber City, GA

2014 to 2015

- Provide superior customer service leadership; greet and assist customers, and operate cash register and scanner to itemize the customer's purchase
- Open and close the store a minimum of two days per week
- Scheduling employees, providing adequate training for employees, conducting safety meetings, and ensuring employee compliance with company policies and procedures
- Follow company work processes to manage merchandise, including receiving, unpacking, stocking, restocking and rotating merchandise on shelves and building merchandise displays
- Maintaining accurate inventory levels by controlling damages, markdowns, scanning, paperwork, and facility controls
- Implementation and maintenance of planograms; ensure merchandise is presented according to established practices
- Ensuring financial integrity of the store through strict cashier accountability, key control, adherences to company security practices and cash control procedures; authorize and sign for refunds and overrides, count register tills, and deposit money in bank

Department Manager

Walmart - Hazlehurst, GA

2012 to 2014

- Preparing sandwiches and salads for customers
- Preparing party trays as ordered
- Checking on hands and outs to ensure merchandise is in stock, ordered, or in transit
- Conducting monthly inventory of all merchandise
- Zoning
- Performing price changes, mark ups/downs, resets, scanning out throwaways, emptying trash, washing dishes, and cleaning area
- Performing the closing process of the deli
- Assisting customers
- Ensuring employee's are keeping record of all temps and times food is cooked and when it needs to be thrown out
- Ordering supplies
- Reviewing schedules and making changes as needed
- Delegating and overseeing tasks with deli associates
- Unloading freight from pallets and stocking in coolers/freezers

Correctional Officer

CCA-Corrections Corporation of America - McRae, GA

2007 to 2009

- Monitor inmate behavior and ensure their safety and security
- Escort inmates to their job sites
- Assist other officers with inmate management
- Inspect inmate cells for unauthorized goods
- Write reports on your activities on a daily basis
- De-escalate confrontations when they arise
- Enforce rules and keep order within jails or prisons.

- Supervise activities of inmates.
- Inspect facilities to ensure that they meet security and safety standards.
- Search inmates for contraband items

Key Holder/Sales Associate

Fred's - Hazlehurst, GA
2006 to 2007

- Provide Customer Service
- Perform cashier duties
- Assist customers
- Assist in merchandising displays throughout the store
- Assist in unloading trucks and stocking merchandise
- Assist in counting tills and taking money to the bank



EDUCATION

Associate in Radiology-Incomplete

Southeastern Technical College - Vidalia, GA
August 2011 to January 2012

Diploma in Radiology

Southeastern Technical College - Vidalia, GA
June 2010 to June 2011

Diploma in College Prep

Jeff Davis High School - Hazlehurst, GA
2002 to 2006



SKILLS

- Cold Calling
- Sales
- Account Management
- Data Entry
- Powerpoint
- Inventory Management
- MS Office
- Salesforce
- inventory
- Scheduling
- Operations
- Training
- Payroll
- Performance Management

- Merchandising
- Recruiting
- Store Management Experience
- Pricing
- Employee Orientation
- Management
- Planograms