

Steven Petrocci

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High performing, accomplished, self-directed professional with experience in retail operations, inventory controls, customer service, accounting, and human resources seeks to bring solid skills and performance to a growing organization.

Excel in B2C & B2B sales, consumer products, and servicing that projects a positive image for the business, uplifts revenues, and drives the experience.

Ability to build, and maintain long-term, mutually beneficial relationships with customers, co-workers, management, and stakeholders.

Authorized to work in the US for any employer

Work Experience

Office Manager

Trust A Fence - Scotia, NY

May 2021 to Present

Recruit customers via social media. Utilize QuickBooks to keep track of customers and proposals. Contacted ADP to start a payroll system and workman's comp policy for the company. After the owner does a walk-through, the dimensions of the project are used to create a proposal for the customer. Act as a liaison between the owner and customer, upon approval of customer order products, and ensure the proper delivery of products to customers' site.

- Prepared and processed payroll.
- Monitored Indeed for any incoming applications and forwarded the information to the Owner for interviewing.
- Processed mail.
- Maintain filing system, holding employee data and customer data in a locked and secured area.
- Consults with the owner on how to handle Better Business Bureau complaints.
- Gathers all tax information.
- Greeted visitors.
- Collected payments.
- Handled all financials.
- Greeted visitors.
- Handled direct administrative issues.

Assistant Center Store Manager

Hannaford - Clifton Park, NY

May 2020 to December 2020

Worked with the center store manager and store manager on training needs of new employees in the center store position. Made sure all changes were made weekly as per Hannaford's instructions. Worked with existing staff on promotions and how to apply.

- Created schedules.
- Trained incoming employees on forklift.

- Worked with outside vendors for proper placement of their promotions.
- Created end caps as per Hannaford's instructions.

General Manager

Carrols Corporation, Burger King - Glens Falls, NY

October 2018 to May 2020

Actively leading initiatives to grow retail location business through the support of local marketing and customer service initiatives, inclusive of employee training, service resolution, survey data, profit/loss, inventory, safety, and health code.

- Championed service, quality, and marketing initiatives in the local area that elevated the store from 25th in 2017 to 20th in 2018, and 10th in 2019.
- Led efforts to change the customer experience by performing an in-depth assessment and analysis of Guest Trac-net comments and instituting change within the restaurant to be #1 in 2019.
- Performed interviews and engaged in the selection process for new hires while implementing corporate methods to coach, develop employees, and coordinate new initiatives.
- Drove profit at the store from \$2.5 million in 2018 to \$2.8 million in 2019, and is projected to do \$3 million in 2020 through critical systemic improvements.
- Created a new training program for all incoming employees that utilized paperwork and mobile technology.
- Provided fundamental training for select employees quarterly to mentor and guide them into management.
- Lowered turnover from 90% to 20% for the year 2019.

Product Specialist/Sales

Fogg's Automotive - Glenville, NY

June 2018 to October 2018

Responsible for selling the maximum number of vehicles possible at an optimum profit. Also, in charge of building relationships with customers and generating new business through marketing available extras, accessories, and value-added products.

- Selling used cars as well as finance and related products.
- Selling and promoting Finance, Insurance products, and Paint Protection.
- Demonstrating vehicles to customers, including taking them for drives.
- Reporting to the vehicle Sales Manager on activities, assessments, and analyses.
- Meeting customers face to face and holding sales discussions with them.
- Negotiating the terms of a sales agreement and closing sales.
- Following up on inbound telephone inquiries, walk-in prospects, and email inquiries.
- Arranging appointments via Internet Leads.
- Preparing car purchase packages.
- Delivering vehicles to customers.
- Liaising with the showroom body shop to ensure that vehicle repairs are carried out quickly.

General Manager

BURGER KING - Saratoga Springs, NY

October 2011 to April 2018

Actively lead initiatives to grow retail location business through the support of local marketing and customer service initiatives, inclusive of employee mentoring, service resolution, survey data evaluations, profit/loss, inventory, safety, and health code.

- Championed service, quality, and marketing initiatives in the local area that elevated the store from 60th rating out of 70 in 2013 to 20th out of 77 in 2017.
- Led efforts to improve the customer experience by performing an in-depth evaluation and analysis of guest Trac-net comments and instituting change that drove the overall yearly percentage from 55% in 2012 to 83.5% in 2017.
- Performed interviews and engaged in the selection process for new hires while implementing corporate methods to coach, develop employees, and coordinate new training initiatives.
- Created a training program that utilized paper, people, and the implementation of technology
- Turnover rate was lowered from 230% in 2012 to 85% in 2017
- Provided coaching sessions for select employees every quarter to mentor and guide them into management.

Education

Bachelors of Science in Business Administration in Human Resource Management

Southern New Hampshire University - Manchester, NH

August 2018 to Present

Skills

- Marketing/Business Development
- Inventory Controls & Food Stocks
- Time management
- Event Planning
- Employment & labor law
- Strategic Planning
- Customer service
- Budgeting
- Recruiting
- Customer Service/VOC (Voice-of-Customer)
- Bookkeeping
- Computer skills
- Interviewing
- Human Resources
- Office Management
- Accounting
- Microsoft Office
- Conflict Management
- Pricing
- Operations Management
- Management

- Operations & Profit/Loss
- Payroll Processing & Account Receivables
- Assistant Manager Experience
- Retail management
- Typing
- Merchandising
- Supervising experience
- Microsoft Excel
- Employee Training & Coaching
- Human Resources Management
- Administrative experience
- Restaurant Management
- Microsoft Word
- Best Practices/Policies/Process
- Restaurant experience
- Purchasing
- QuickBooks
- Microsoft Outlook
- Microsoft PowerPoint
- Financial Report Writing
- Quality Control & Continuous Improvement
- Leadership
- Food Safety
- Accounts payable
- Proposal Writing
- Health Code & Safety Rules/Regs
- Forecasting
- Sales
- Account reconciliation

Certifications and Licenses

Food Handler Certification

Driver's License