

Randy Jennings
4615 Country Club Blvd., South Charleston, WV 25309
randyjenni@yahoo.com 678 231-0611

Core Competencies:

Leadership. Analytical thinking. Results driven. Practical judgment. Memory for details. Conflict resolution. Relationship building. Creative problem resolution. Enthusiastic demeanor. Decisive. Manageable. Trainable. Ability to profitably fit in. Loyalty. Personnel management. Process management. Inventory management. Call-center management. Attention to communication. Physical dexterity. Persistence.

Professional Work History:

Production Manager

Georgia Oven Company, Alpharetta, GA, December 2009 – August 2016

A manufacturing company that designed, built and sold industrial high-temperature vacuum ovens.

Responsibilities:

Supervised a team of up to ten technicians. Our job was raw material fabrication and electrical, plumbing and component systems assembly of a product that required zero margin of error. Managed the areas of project coordination, process analysis, process improvement, quality assurance, cost reduction, product testing and certification. In addition, I developed, scripted and filmed instructional manuals and videos.

Accomplishments:

Designed and implemented a production process tracking system that, over a two year period, reduced project completion time by an average of six working days (28 days to 22 days) per project. The reduction in project completion time allowed us to book an average of eight additional projects per year, generating additional sales revenue of \$20,000 to \$90,000 per project.

Residential Real Estate Agent

Results Realty Services, Cumming, GA, December 2002 – December 2009

A residential and commercial real estate brokerage serving North Georgia.

Responsibilities:

Entered into agency agreements with buyers and sellers of residential real estate. My services included customer relations, market analysis, strategic marketing, advertising, strategic partnering and contract negotiation.

Accomplishments:

Generated \$2 million in sales revenue three of my seven years as a real estate agent. Generated \$3 million in sales revenue one year as a real estate agent. Property listing date to closing date was consistently less than six weeks. Eighty percent of my business came from client referrals – the benefit of solid performance.

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Professional Work History, continued ...

Customer Care Manager

Avaya, Inc., Atlanta, GA, March 1998 – December 2002

A technology company that provides voice and data equipment and network solutions to large businesses.

Responsibilities:

Managed a team of up to 20 associates, in a union, call-center environment. Our job was to identify, resolve and eliminate customer billing disputes, discrepancies and delinquency, and to reduce accounts receivable debt (receivables) to zero dollars over 60 days outstanding, or <60-ADO (average days outstanding).

Accomplishments:

My team maintained a customer accounts receivable of <45-ADO, with an average total receivable of \$12 million. Inherited the “Dirty Dozen,” a group of global accounts whose \$7 million receivables was >180-ADO. In an 18-month period, the Dirty Dozen’s outstanding debt was reduced to <45-ADO, with virtually zero dollars written off as bad debt. For this, my team received the coveted “Salute to Excellence” award.

Education & Training:

Concord College – BS degree in Business Administration with a major in Marketing.

Avaya, Inc. – Systems, Product, Sales, Customer Support and Diversity training – routine and ongoing.

Dale Carnegie Corporate Training – Effective Public Speaking for Managers.

Georgia Institute of Real Estate – Residential Real Estate License, ongoing Customer/Sales/Market training.

Jeff Justice School of Comedy – Stand-up Comedian Training and Certification, advanced level.

References:

Jim Nye – Lead Product Design Engineer, *Georgia Oven Company*

13442 N. Mountainside Dr., Unit B, Fountain Hills, AZ, Jim.nye@gmail.com 480 745-5268

Terry Swanson - Broker, *Century 21/Results Realty Services*

2920 Ronald Reagan Blvd., Ste. 113, Cumming, GA 30041, Terry@C21.com 770 789-5846

Steven Burk – Customer Care Center General Manager, *Avaya Inc.*

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