

# Robert R. Zasada II

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*An experienced manager with strong administrative and supervisory skills*

## SUMMARY OF QUALIFICATIONS

- ❑ Proven ability to create, maintain and supervise successful work teams
- ❑ Innovative in determining ways to do things better and carry through with implementation
- ❑ Excellent verbal and written communication skills
- ❑ Extensive software and hardware computer proficiency

## EDUCATION

<b>University of Florida, Warrington College of Business Administration</b>	Present
• Enrolled in one of the top thirty undergraduate business programs in the nation.	
• Bachelor of Science in Business Administration (anticipated graduation 2009)	
<b>Valencia Community College, Orlando, FL. Associate Degree.</b>	1991
• Member Phi-Theta Kappa National Honor Fraternity, Alpha Gamma Omega Chapter	
<b>Bishop Moore High School, Orlando, FL</b>	1989

## PROFESSIONAL EXPERIENCE

**JP Morgan Chase, Orlando, FL** 09/2000 – Present  
*Senior Account Manager* with America's second largest credit card issuer. Utilize advanced problem solving skills to take ownership and resolve escalated customer issues. Building positive relationships with VIP clientele. Promote value added products to provide additional value to banking relationships. Achieve balanced performance by multitasking and self-managing monthly and daily performance. Provide coaching to account representatives to enhance customer satisfaction.

- Assisted with training and development of new staff members.
- Peer mentor providing guidance and leadership to Account Managers.
- Executive assistant to management team, providing support for recurrent training and escalations.
- Recipient of Chase Catalyst Award for outstanding performance that helps achieve business goals, improve performance and deepens customer relationships.
- Recipient of Service Star Award in recognition of outstanding leadership supporting the company's principals of a winning culture.

**7-Eleven, Inc., Orlando, FL** 02/1995 – 09/2000  
*Store Manager* with responsibility for recruiting, hiring and managing a competent work team. Manage vendor relations. Merchandise control including selection, ordering, and display. Fiscal controls including selling expenses. Maintain Retail Information System to track sales of items. Analyze financial reports.

- Achieved reduced shortage and increased revenues for store.
- Opened new store, recruited and trained entire new staff.
- Restored financial viability, adequate inventory, store image and morale for a store that was previously in decline.
- Developed training tools to assist employee learning.
- Created internal newsletter keeping staff informed of all changes and promotions.

**Kopy Kwik Printing, Winter Springs, FL** 03/1987 – 02/1995  
*Manager* of printing firm. In charge of customer relations and employee recruitment, sales and computer literacy. Compiled government reports and maintained bookkeeping (G/L, A/P, A/R, Payroll).

- Developed Microsoft Access database to streamline invoicing and customer order tracking.
- Extensive knowledge of printing estimation and printing equipment.

## VOLUNTEER WORK

**American Heart Association, Central Florida Region.**  
Received "Hearts Off To...Acknowledgement for Volunteer Work"

*References available on request*