

Melvin K. Clarida, Sr.

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Areas of Expertise

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|---------------------------------------|-------------------------------------|
| *Customer service leadership | * Customer Satisfaction Enhancement |
| *Complaint Handling & Resolution | *Team Building & Training |
| *Team & Individual Customer Proposals | *Sales & Margin Improvement |

Professional Experience

Business Services Representative: Verizon Telecommunications Corp. **1991-2011**

- ❖ Commercial and residential sales, billing and service.
- ❖ Met and exceeded established sales goals.
- ❖ Handled commercial and residential billing inquiries, changes and collections.
- ❖ Provided excellent customer service, gaining quarterly and yearly awards/bonuses.

Operator Services: Verizon Telecommunications Corp. **1988-1991**

- ❖ Answered inbound requests for directory assistance.
- ❖ Provided an exceptional level of customer service gaining recognition allowing me to be promoted within the company.

Account Executive: Apex Information Systems **1986-1988**

- ❖ Presented proposals for residential and commercial telecommunication and maintenance systems sales.
- ❖ Successfully met and exceeded sales goals.
- ❖ Led in efforts to improve sales.

Crew Supervisor: J & R Contracting, Inc. **1979-1988**

- ❖ Successfully recruited, trained and managed a team of 10 employees.
- ❖ Personnel skill development.

- ❖ Processed payroll for direct reports.

Education

AA, Business Management
S.U.N.Y. Canton College, Canton, NY