

SUMMARY

Highly experienced business operations and sales manager, currently owning, leading and directing a certified woman owned, disadvantaged business enterprise and operates as a construction hauling company and aggregate supplier with measurable and demonstrable achievements in the implementation of strategic plans and process improvements/objectives for the operation.

SKILLS

- An entrepreneurial management approach and a proven track record of getting results by building and leading great teams and developing and leveraging client relationships utilizing knowledge of customer service processes and systems, and developments in market and competitive conditions
- Ability to conceptualize, design and apply "best practices" and alternative approaches
- Excellent communication and presentation skills to employees and customers
- Proven ability to recruit, train and motivate personnel to balance staffing strengths with profitability and growth
- Commercial Class "A" Drivers License

EMPLOYMENT

AMS ELITE SOLUTIONS, INC., Lake Villa, IL OWNER

10/2018 to current

- Manages the operation by coordinating the activities of sales, drivers, customer service, and administrative operations to
 provide the highest level of exceptional customer service
- Assures profit and loss (P&L) goals are attained by preparing budgets, interpreting P&L statements and general ledger, managing cash flow, and making operational adjustments to minimize expenses and meet key operational measures
- Leads the company in achieving revenue growth goals by; formulating sales and territory results, and accompanying salespeople on key sales calls as needed
- · Responsible for ontract review and execution
- Drives Customer Service in achieving customer retention, on-time service performance and accounts receivable goals by
 observing corporate operating guidelines, training and reinforcing critical service and collection skills, and working to
 prevent and resolve customer service issues
- Ensures company compliance with applicable environmental, health and safety (OSHA) guidelines; ensure training and required record is kept up to date
- · Monitors daily operations to assure performance is within regulatory guidelines
- · Implements and maintains all federal, state, local, corporate, and division policies and practices for operations
- Manages staffing, which includes the recruitment, interviewing, selection and hiring of all personnel and drivers along with overseeing the training and coaching of new employees
- Creates an environment conducive to long-term retention of employees through effective teambuilding, communication, motivation, and conflict resolution
- · Ensures all business practices are conducted consistent with high ethical standards
- Maintains awareness of and directs compliance with current laws and regulations pertaining to solid waste transfer and hauling, sanitary landfills, motor vehicles, heavy equipment, safety and health
- Presents a positive image of AMS through contact with local officials and community groups.

AMS EARTH MOVERS, LLC., Lake Bluff, IL

2007 - 2012

Performed all functions of company that provided trucking for hire in the construction industry

AMS EARTH MOVERS, LLC., Highland Park, IL

2005 - 2007

· Performed all functions of company that provided trucking for hire in the construction industry

BRYN CORP. CONCEPT LTD., dba GREAT CLIPS for HAIR, Highland Park, IL

2003 - 2006

Director of Franchise Operations 13-store, retail hair cutting franchisee, with 108 employees.

- Responsible for all bank reconciliations
- · Responsible for Store Manager accountability and developing and executing reporting procedures
- Worked directly with Owner

SEPHARDIC HEBREW DAY SCHOOL, Skokie, IL

1998-2004

Executive Administrative Assistant to Principal (2003-2004) Accounts Receivable and Payables (2001-2004) Office Manager (1999-2001) Secretary (1998-1999)

EDUCATION

Illinois Tollway and IHCC - Construction Coaching for Growth Program 2014

Goldman Sachs 10,000 Small Business Initiative - Graduate April 2013

IDOT - Aggregate Technician course January 2013

Construction Estimating Institute 2012 - Certificate in Estimating Site Work Construction

Institute for Workforce Education/HACIA - OSHA 30 Hour Advanced Safety Certification April 2011

Institute for Workforce Education/HACIA - Project Management February 2011

SBA Emerging 200 - Graduate 2011 Class

SBA - Construction Contracting SBA 7(j) 2010

Bachelor of Science - Arizona State University

PROFEESSIONAL MEMBERSHIP and AFFILIATIONS

Goldman Sachs | 10,000 Small Business

Association of Subcontractors & Affiliates (ASA)

Federation of Women Contractors (FWC) -Past President 2019 to current, President 2017-2018

Vice President 2015-2016, Treasurer 2013-2014,

Board Member 2011-2012

Great Lakes Contractors Association (GLCA)

Hadassah

Hispanic Americans Construction Industry Association (HACIA)

Illinois Truckers Enforcement Association (ITEA)

Mid-West Truckers Association (MWTA)

National Association of Women Business Owners (NAWBO) - Board Member 2010 - 2012

Small Business Advocacy Council (SBAC)

Women's Business Development Center (WBDC)

Women Impacting Public Policy (WIPP)

Underground Contractors Association of Illinois (UCA)

AWARD and ACKNOWLEDGEMENTS

2018 Outstanding Member of the Year Award - Mid-West Truckers Association

2014 Illinois Tollway DBE Contractor of the Year

2014 Daily Herald Entrepreneurial Excellence Award Most Growth

2013-Outstanding Safety Record - Lake County Contractors Association (LCCA)

2013 Safety Award Winner - American Subcontracting Association (ASA)

2013 Zero Incidents Safety Award for - Mid West Truckers Association (MWTA)

2013 POW Award - Womanetics

2013-Illinois Women in Business Champion of the Year - U.S. Small Business Administration

2012-Women's Business Development Center Safety Award Winner - American Subcontracting Association

2012 Safety Incentive Award Winner

2012 Zero Incidents Safety Award for 2011 - Mid West Truckers Association

2012 Outstanding Safety Record for 2011 - Lake County Contractors Association

2012 Enterprising Women of the Year Award Winner - Class of 2012

2011 Business Ledger - Influential Women in Business Award Winner

2011 Nomination - Chicago Innovation Awards

2011 Top 100 Under 50 Nomination - Diversity MBA's Magazine

2011 Top Ten Green Business for 2011 - Green Business League

2011 Women Business Owner of the Year - National Association of Women Business Owners

2009 Business Technology Award – 2012-Women's Business Development Center Safety Award Winner - American Subcontracting Association

SAFETY AWARDS

2015-17 Safety Award - Mid-West Truckers Association (MWTA)

2014 - Zero Incidents Safety Award - Mid West Truckers Association (MWTA)

2015-17 Safety Award - Underground Contractors Association of Illinois (UCA)

2014-18 Safety Award - Lake County Contractors Association (LCCA)

2009, 2015-18 Safety Award - Association of Subcontractors & Affiliates (ASA)