

Mark T Fought

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PROFILE

Experience in Management, Customer Service, and Administrative Support: Expertise Includes Knowledge of Business Administrative Protocol and Accountability ▪ Operations and Security ▪ Employee Hiring, Training and Management ▪ Customer Support ▪ Problem Resolution ▪ Tech Support/Administrator for On-Line Order System, Chat Response.

Experience in Higher Ed: HR Employee Processing ▪ Student Services Front Desk ▪ Department Liaison ▪ Library Operations

Excellent Computer Skills. Proficient in Windows OS ▪ Apple OS ▪ MS Office ▪ Word, Excel, PowerPoint, Outlook, Publisher ▪ Google Docs ▪ Banner ▪ Acuity ▪ Handshake ▪ DocuPhase ▪ Lynda.com ▪ SchoolDude ▪ Archibus ▪ DDMS/Ensite Pro ▪ Poms ▪ Remote Screen Share. Proficient in Internet usage, research, email protocol.

Home Owner and Permanent Resident of Sarasota Manatee.

Reliable. Responsible. Objective. Considerate. Ethical.

HISTORY

University of South Florida/New College of Florida

USF Staff Assistant 11/16—5/20 Front Desk Reception for Office of Student Services: Liaison for Academic Advising, Admissions, Financial Aid, Career Services, Registrar, Veterans Center, and Facilities. Extensive In-Person and Telephone Contact. Scheduling. Process Immunization Records. Update SOP. Daily Use of Banner. Clarify, Dispense, and Route, Scan or E-File Documents. Participation in Employee Search Committees. Customer Service and Problem Solving. Receive and Distribute Mail. Other Duties as Assigned.

NCF Office Assistant 11/14—11/16 Office Support/Fiscal Liaison for Library: Receive Acquisitions and Periodicals and Process, Order New Acquisitions, Prepare Paperwork and Process New Hires and Employee Status Changes, Monitor Time Sheets and Track Hours/Pay Records for Employees and Process Discrepancies, Approve Pay-Card Purchases, Monitor Purchase Orders, Track Budget Spending and Student Worker Salaries, Receive and Post Public Announcements, Report and Follow Up on Maintenance Issues, Admin for On-Line Learning Web Site, Coordinate Study Carrels, Receive & Distribute Mail, Reception/Circulation Desk, Customer Service. OPS Office Assistant HR/Electronically Archive Documents, Onboard New Employees. Other Duties as Assigned.

Keeton's Office & Art Supply—Customer Service/Sales Assistant/Tech Support—Sarasota, FL. 10/07—11/14.

Answer Telephones and Reply to E-mails, Take Orders from Clients, Generate Purchase Orders, Up-Sell Products, Resolve Problem Issues, Process Returns or Shortages, Manage Call-Tags and RAs, Research Difficult to Find Items by Phone and on the Internet, Create Training Documents, Work in Liaison with Vendors, Retail, Warehouse and Drivers/Logistics, Administrative/Clerical Support as Assigned, Administrator and Tech Support for On-Line/WEB Site Order System, Customer Service and Tech Support Responder for On-Line Chat System. Consistently Lead in Daily Average Up-Sale Totals.

Pools Plus/Pool and Spa Shoppe LTD. 10/05—4/07.

Assistant Manager—Customer Service, Counter Sales, Administrative/Clerical, Inventory, Receiving, Parts, Water Testing.

Veteran's Administration/Department of Navy MWR. 9/02—7/05.

Supervisor VA—Retail Store, Foodservice, Vending, Receiving/Stockroom Operations.

Nine Million Annual Operating Budget. Achieved 17% Overall Sales Increase and 0.1% Accountability. Selected Retail Location of the Year.

Facility Supervisor/Recreation Assistant MWR.

Supervised Recreational Facility. Organized On-Site and Off-Site Recreation Programs. Managed Internet Café. Successfully Reorganized Operational and Fiscal Systems to Exceed MWR Standards and Objectives.

Cactus Properties /JDSS Restaurant Properties, Dallas, TX. 1985—2002.

Food & Beverage Management—Manage Personnel, Product, Front & Back of House—Customer Service.

Planned and Implemented Service Areas, Inventory, and Personnel at New Start-Up Locations.

CIVIC EXPERIENCE

Special Commissioner. Dallas County. Determined Land Condemnation/Right of Way Cases. Three-Year Appointment.

EDUCATION

Mountain View College—ART & DESIGN.

Dallas County Community College—

COMPUTER APPLICATIONS. Non-Degree Seeking



MILITARY EXPERIENCE United States Navy—Aviation Operations (Top Secret Clearance).