

Harold W. Ivy

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Achievement oriented professional with a broad base of experience in operations and retail management for multiple industries - computer technology, telecommunications, real estate management and retail electronics. Record setting sales leader skilled in coaching best practices and maximizing profits. Committed to providing an atmosphere of exceptional morale and impeccable customer satisfaction.

Skills Summary

<ul style="list-style-type: none">● Profit/Loss and Cash flow Analysis● Forecasting and Budget Projection● Inventory Control● Asset Management● Merchandising● Marketing	<ul style="list-style-type: none">● Loss Prevention Initiatives● Motivational Training● Polished Customer Service Skills● Conflict Resolution● Recruiting, Screening and Hiring● Web Site Development	<ul style="list-style-type: none">● Workstation/Server Repair (A+ Certified)● High-End Printer Repair (Mfg Certified)● Windows XP, 2000, ME, 98 and 95 OS● Microsoft Word● Microsoft Excel● Microsoft PowerPoint
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Professional Highlights

RADIO SHACK SERVICE CENTER – Norfolk, VA, Albuquerque, NM and Phoenix, AZ

Service Center Manager

Hire, train, supervise, schedule and motivate a 26 member team of technicians and support staff. Managed the day-to-day activities of servicing 450+ units per week. Responsible for accurately submitting warranty claims to each of the 53 manufacturers we did warranty service for. Ensure proper follow-up of back-ordered parts and perpetual inventory. **Key Accomplishments:**

- Improved the return rate by over 50% within the first 12 months
- Had the fastest turnaround time of all the full line shops in the nation.

REALTY COUNSELING CO., INC. – Pittsburgh, PA

Property Management Administrator

Managed the day-to-day operations of 176 rental units that included Single Family, Duplex and Commercial Multi-unit buildings. Responsible for collecting rents, paying bills, arranging for insurance, issuing work orders for maintenance and rendering a full profit and loss statement to the owners each month. Conducted formal presentations concerning property conditions and maintenance escrows when required. Represented owners in court when required for damages, back rents and evictions. **Key Accomplishments:**

- Managed the reconstruction of a commercial building after fire destroyed 70% of it. Handled all parts of the reconstruction including insurance claims, building permits, writing and awarding bids to subcontractors, inspecting the ongoing work and arranging for final city and county inspections.
- Selected and installed the company telephone system that notably improved interoffice communication..
- Developed (wrote) the software program to track and distribute tenant security deposits as required by state law.
- Developed the company web site where we advertised our rental property. Because these properties are located in an area that serves the students for Carnegie Mellon University, University of Pittsburgh, and three other private schools, the web site is crucial to the fast turnover of student housing.

AT&T (GENERAL BUSINESS SYSTEMS DIVISION) – Pittsburgh, PA

Account Manager

Called on small business customers in an area in the southwest corner of the State of Pennsylvania, approximately 480 square miles. Responsible for developing sales of small business telephone systems and fax machines for customers with fewer than 18 telephone sets and 6 telephone lines. **Key Accomplishments:**

- Cultivated a lead that developed into the single largest telecommunication sale in the branch to date.

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AMERICAN PHONE CENTER OF PITTSBURGH – Pittsburgh, PA

Operations Manager

Train, supervise and schedule a team of inside and outside sales associates. Managed the day-to-day activities of the repair and installation facility for residential and commercial telephone systems. Scheduled and supervised the sales and installation of small electronic key telephone systems having as many as 20 lines and up to 64 telephone extensions. **Key Accomplishments:**

- Developed the sales presentation brochure and the service and maintenance agreements.
- Developed the store's first software for inventory control that increased our "in-stock" position to 98%.

RADIO SHACK – St. Joseph, MO and Pittsburgh, PA

Store Manager

Hire, train, supervise, schedule and motivate a team of full- and part-time sales associates. Managed the day-to-day activities of the sales floor. Ensure proper merchandising and inventory control. Oversaw the implementation and monitoring of loss prevention. **Key Accomplishments:**

- Increased the sales and net profit of the St Joseph store that resulted in the store going from the bottom of the district rankings to the number two-ranked store in the district.
- Achieved the third largest annual bonus in the nation.
- Member of an advisory committee at a state college to help develop a curriculum more responsive to the needs of the local business community.
- Achieved an inventory gain for the first time in 3 years in an urban mall store in Pittsburgh with a history of severe shoplifting problems.
- Won a paid vacation for two to Hong-Kong and China for running a store with the largest percent of old-store sales increase and largest percent of net profit increase within a 63 store district.

Professional Training

AT&T's CORP OFFICE – Pittsburgh <ul style="list-style-type: none">• Business Communications• Sales lead Generation• Marketing and Sales Strategies	RADIO SHACK – Fort Worth <ul style="list-style-type: none">• P&L Management and Inventory Control• Conflict Management• Managing Diversity in the Workforce• Computer Networking	REALTY COUNSELING CO. – Pittsburgh <ul style="list-style-type: none">• Asset Management
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Technical Training and Certifications

COMPUTERS <ul style="list-style-type: none">• A+ Certified• Compaq Trained• Hewlett Packard Trained• IBM Trained• Toshiba Trained	PRINTERS <ul style="list-style-type: none">• Hewlett Packard Trained – most of the larger high speed printers including the 4/4Plus, 5/5M/5Se, 4000/4050/4100, 8550 and 3150/3200 Multifunction Printers• OkiData Trained – black/white and color LED printer systems	SOFTWARE <ul style="list-style-type: none">• Windows XP, 2000, ME, 98 and 95 OS• Microsoft Word• Microsoft Excel• Microsoft PowerPoint• Act! 2000• Adobe Acrobat 5.0.5
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