

MICKEY MASON

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PROFESSIONAL EXPERIENCE

Experienced Business Manager, with significant background in Office Management, Account Management and Business Executive Project Coordination. Possess strong oral, written and organizational skills. Proven ability to work efficiently under pressure and meet stringent deadlines.

EXPERIENCE

Bedford Louis and Ellicott LLC

➤ CUSTOMER RELATIONS MANAGER (2007 - 2009)

Responsibilities included:

- Overseeing the day to day internal business operations and customer relationships.
- Establishing multiple training facilities in the Mid-Atlantic region from inception to completion.
- Integral partner in establishing vital metropolitan area for innovative new corporation
- Scouted and contracted training venues
- Exclusively created and developed the Baltimore City, Ellicott City Training facility as well as Goose Creek SC in the following ways: facilitated site training certification, established classroom network environment, procured and arranged all necessary electronic equipment, created images for machines and routine maintenance of said equipment and software.
- Successfully transitioned all previous client relationships from former company to new company due to history of high customer service and training satisfaction and ensured they continued to benefit from a positive training experience. Retained 100% of existing clientele
- In charge of managing all billing and invoicing to clients
- Mentor all new proctors and ensure all training location's compliancy.
- Coordinating schedules for all facilities

CompUSA Training (1997-2007)

➤ TRAINING AND DEVELOPMENT SPECIALIST (2003 - 2007)

Responsibilities included:

- Managing the delivery of classes and testing in the Mid-Atlantic region and Southeastern region. Inside sales support for the national account executives.
- Scheduled and facilitated over 150 classes per month including: negotiating room rentals, contracting open enrollment classes and proctoring clients, etc.
- Responsible for classroom set-up including: re-imaging computers, loading necessary software, creating necessary network connections and troubleshooting
- Reviewed profit/loss statements and proposed and implemented marketing strategies to optimize business expansion opportunities
- Coordinated with training sales executives and provided sales support and product knowledge
- Solely responsible for the operations of training sessions from initial contact to delivery with nationwide accounts
- Managed the logistics of courseware inventory
- Directed, trained and supervised training associates

➤ **TRAINING COORDINATOR (2000 - 2003)**

Streamlined and managed the process of class registrations with the general public, and large and small corporations. Sole Operational Liaison, between the Regional Market Training Manager and Training Sales Coordinators in the field.

- Successfully managed training accounts for room rentals and open enrollment nationally
- Established and maintained over 150 accounts for clients such as: NARA, Smithsonian Institution, Storage USA, Federal Trade Commission, DMV and Morgan & Associates
- Project management on large and small accounts ensuring room set-up and delivery occurred
- Established long lasting customer relationships by providing consistent and exemplary customer service
- Certified Proctor for two of the major Testing Vendors: Performance Assessment Network, and Castle World Wide, and their respective testing clients.

➤ **TRAINING TELEMARKETER (1998 - 2000)**

Successfully prospected and followed up with clients and was a direct liaison between the client and the training center Account Executives.

- Extensive telemarketing to generate sales of computer training in excess of 20k per month, averaging about 100 cold calls per week
- Processed corporate registrations nationwide and invoiced payments
- Provided timely follow-up and developed key relationships with clients and continued to generate sales with these clients by promoting additional products and services
- Worked closely with Account Executives by supplying leads

➤ **TRAINING TELEMARKETER (1997 – 1998/PT)**

Prospected, followed up with clients and the direct liaison between client and Training Center Account Executives.

- Telemarketing to generate sales of computer training, averaging about 50 cold calls per week
- Worked closely with Account Executives by supplying leads

EDUCATION

Spring Valley Senior High School (1976 - 1978)

GED (1979): General Education Diploma

United States Army Reserves (1981 - 1982): 26 Lima – Tactical Communications Repairer
Maintaining and troubleshooting field communications

COMPUTER SKILLS AND CERTIFICATIONS

Microsoft Office Specialist Certifications: Excel, Word, Outlook and PowerPoint Core

Software Applications: Microsoft Word, Excel, PowerPoint and Outlook
IMS - SAP - QuickBooks