

Rachelle Gibson
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To Prospective Employer:

My name is Rachelle Gibson, and I am interested in an Administrative position and or a Sales and Marketing position.

I switched over from a Loss Prevention background to Restoration Services in January of 2006. I started with ServiceMaster Clean as a Front Desk Associate. I quickly moved into a Project Coordinator role, taking all fire and water claims. I was responsible for taking the claims from self pay customers, insurance carriers and our commercial janitorial services clients. I worked very closely with the technicians, and part of my daily duties was to create and issue their work orders. During my employment with ServiceMaster, I proved to be a well rounded and self starting individual, and was promptly moved into every division of the company. Which included Commercial Janitorial Services, the Water/Fire/Mold Division, Residential, Collections, Warehouse Manager, and lastly I joined the Quality Assurance /Business Development and Outside Sales team.

I was responsible for a broad market, including Property Manager Firms, Home Owners Associations and lastly Superintendents for all Bay Area City Public Works Departments. I enjoyed coordinating several Trade Shows and Expos. I think outside the box and ventured out in other ways to gain new business partnerships.

I am very familiar with Zoho, Jigsaw and CRM systems geared to bring new business leads. I am proficient in all aspects of Microsoft software. I created several power point presentations for meetings with prospective clients. I was known to wear many hats, and was comfortable doing so.

I appreciate you taking the time to read this, and hope that I will be considered to join your team. My resume, which is attached, provides additional information on my background and qualifications. I look forward to hearing from you as soon as possible to arrange time for an interview.

Thank you for your consideration.

Respectfully,
Rachelle Gibson

RACHELLE GIBSON

Address: 250 N. San Mateo Dr. San Mateo Ca. 94401 **Cell:** 415-797- 8368 **Email:** deg95@hotmail.com

Career Objective: To obtain a position where my sales goals and customer relations experience can be fully utilized to improve customer satisfaction and enhance the company brand name.

Professional Experience:

ServiceMaster Clean Disaster Restoration Services – Redwood City, Ca.

2006 – 2008 & 2010 – 2011

Quality Assurance/Business Development

Solely responsible for taking all new water & fire damage claims.

In charge of new claim data entry.

Assisted the Fire Division Manager.

Collections and Accounts / Receivables.

Developed business plan targeting Disaster Restoration Services/Commercial Janitorial Services.

Evaluated target markets and proposed marketing strategies.

Managed all phases of direct mail projects; trade shows, expos, presentations, and Compliance Depot.

Promoted products and services; generated leads and initiated sales.

Established and improved client communications; maintained ongoing relationships.

Hosted business lunches, sporting events and activities for client appreciation.

Implemented new networking strategies.

Kaiser Permanente – San Bruno, Ca.

7/2010 – 9/2010

Summer Youth Employment Program Assistant

Supervised Kaiser Permanente summer interns.

Created workshop agendas.

Assisted the SYEP Regional Coordinator.

In charge of requesting and scheduling facilitators for program workshops.

Managed communications with SYEP supervisors and students.

Planned, hosted, and emceed SYEP Awards and Recognition Luncheon Ceremony.

Prepared and completed all closing program documents.

Marriott Hotel – San Francisco, Ca.

9/1999 – 6/2007

Loss Prevention Officer

Monitored guests and visitors.

Responded to alarms and assisted the engineering department with alarm testing.

Checking and protecting building entrances and exits.

Preparing and documenting incident reports

Monitoring and operating control room.

Conducted security audits.

Education

Burlingame High School

Burlingame, Ca.

General Education

1986-1990

National Holistic Institute

Emeryville, Ca.

Massage Therapy

2000-2002

References available upon request