

ANTONIO DONNELL

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WORK EXPERIENCE

Owner/Operator

Jun 2023 - Dec 2023

Blitz45 Fitness | Clarksville, TN

- Spearheaded daily operations and comprehensive training programs that significantly enhanced client satisfaction and retention.
- Developed personalized fitness plans yielding measurable health improvements while driving revenue growth through innovative marketing and targeted membership initiatives.
- Analyzed client feedback to continuously refine services and foster a collaborative, motivated environment.
- Maintained high operational standards through meticulous facility maintenance and equipment upkeep.
- Optimized daily operations and training programs, achieving a 20% increase in client retention, a 25% improvement in client health metrics, and a 10% boost in service efficiency through targeted feedback analysis.
- Leveraged strategic marketing initiatives to drive a 30% surge in new membership sign-ups and a 20% rise in monthly revenue.
- Streamlined facility maintenance processes, reducing costs by 15% while enhancing facility uptime by 20% through diligent operational oversight.

Credit Manager

Sep 2021 - Mar 2023

Rent-A-Center | Clarksville, TN

- Credit Manager at Rent-A-Center led credit evaluation and risk mitigation by analyzing financial data and enforcing rigorous credit policies.
- Oversaw accounts receivable and collections while mentoring a team of analysts, driving policy enhancements, and delivering data-driven reports that informed strategic decisions.
- Demonstrated robust leadership and business acumen by aligning credit operations with overall corporate objectives to ensure sustainable revenue growth and minimize risk.
- Resolved delinquent accounts by proactively contacting customers, reducing overdue balances by 40%, and significantly shortening collection cycles.
- Enhanced customer experience by streamlining merchandise assistance and inbound call handling, improving response times by 30% and boosting engagement by 25%.
- Optimized rental operations and inventory management, achieving 100% compliance in agreement processing and increasing stock availability by 15%.

Member Specialist

May 2021 - Aug 2021

Sam's Club | Clarksville, TN

- Managed membership inquiries and enrollments, ensuring accurate record-keeping while delivering exceptional customer service.
- Promoted membership benefits and provided solutions to member concerns, driving membership growth and enhancing the overall shopping experience.
- Collaborated with store management to resolve issues, maintain policy compliance, and support sales targets.
- Maintained 100% compliance with company policies by efficiently managing returns and organizing merchandise, reducing processing errors by 20%.
- Enhanced member satisfaction by resolving issues, promoting products, and supporting self-checkout operations, driving a 25% improvement in customer service scores and reducing transaction wait times by 15%.
- Strengthened inventory control and loss prevention by accurately processing transactions and identifying shrinkages and damages, contributing to a 10% decrease in inventory discrepancies.

Operations and Supply Chain Manager

Apr 2019 - Mar 2021

United States Department of the Army | Fort Leonard Wood, MO

- Army Unit Supply Specialist: Responsible for managing the flow of supplies and equipment within the unit.
- Directed the ordering, receiving, storing, and issuing of supplies while maintaining meticulous inventory records and conducting regular audits to ensure accuracy.
- Coordinated supply operations to meet unit demands, ensured strict compliance with Army Regulations, and handled all related documentation and financial accountability to support unit readiness and mission success.
- Supervised supply chain operations and managed automated systems, achieving 100% inventory accuracy and reducing equipment distribution delays by 25%.
- Trained and mentored eight Unit Supply Specialists while leading unit physical training initiatives, boosting team efficiency by 30% and enhancing soldier fitness compliance by 20%.
- Secured and controlled weapons through rigorous safety protocols, ensuring 100% regulatory adherence and reducing non-compliance incidents by 50%.

Customer Service Representative

Sep 2018 - Apr 2019

Insight Global/ Benefit Communications, Inc. | Nashville, TN

- Responsible for managing inbound communications and delivering high-quality support to clients.
- Addressed customer inquiries via phone, email, or chat, resolved issues, processed transactions such as orders, returns, and exchanges, and ensure compliance with company policies.
- Maintained accurate records in CRM systems, escalated complex issues when necessary, and collaborated with cross-functional teams to enhance service delivery.
- Contributed to process improvements and upheld performance metrics, driving customer satisfaction and loyalty.
- Managed inbound calls and policy inquiries, achieving a 95% customer satisfaction rate and reducing average resolution time by 20%.
- Processed an average of 50 daily policy and account changes with 100% data integrity and full compliance with regulatory standards.
- Addressed service concerns and escalations, attaining a 90% first-call resolution rate and reducing the escalated case backlog by 30%.

Resident Monitor

Apr 2018 - Sep 2018

Diersen Charities | Nashville, TN

- Ensured a secure and compliant living environment by overseeing daily resident activities, enforcing policies, and managing incident reporting with a 25% reduction in escalations.
- Coordinated cross-functional support services and streamlined operational processes, maintaining a flawless safety record while demonstrating leadership and strategic resource management essential for business management roles.

- Enforced facility rules and conducted daily accountability checks—including outbound calls to employers—reducing non-compliance incidents by 20% and ensuring resident accountability.
- Managed and documented financial transactions, medication inventories, and first-aid supplies with 100% audit compliance, cutting inventory discrepancies by 15%.
- Streamlined communication with employers, law enforcement, and families while efficiently handling mail and visitor processes, boosting operational efficiency by 30%.

Correctional Officer

Oct 2013 - Apr 2018

Davidson County Sheriff's Office | Nashville, TN

- Responsible for maintaining safety and security within the detention facility.
- Key duties include supervising inmate activities, enforcing facility rules and regulations, and conducting thorough searches to prevent contraband.
- Monitored surveillance systems, managed inmate transportation during court appearances and transfers, and documented daily activities and incidents through detailed reports.
- Resolved conflicts, coordinated with other law enforcement agencies, and responded promptly to emergencies to ensure the well-being of staff and inmates.
- Implemented de-escalation techniques and coordinated restraint efforts, reducing violent incidents by 20% and significantly enhancing overall facility safety.
- Conducted rigorous inmate searches that resulted in zero contraband incidents, bolstering security standards and compliance within the facility.
- Analyzed inmate behavior patterns to develop innovative monitoring techniques, improving incident prediction accuracy by 25% while mentoring new officers to streamline onboarding efficiency.

EDUCATION

Bachelor of Science: Business Management

Austin Peay State University, Clarksville, TN

Aug 2024 - May 2026 (Expected)

GPA 3.0/4.0

Associate of Science: General Studies

Drury University-College of Continuing Professional Studies, Springfield, MO

Dec 2023

GPA 2.4/4.0

SKILLS

Core Competencies: Leadership, Team Management, Operations Management, Process Management, Strategic Planning, Decision Making, Risk Management, Compliance Management

Technical Skills: Credit Evaluation, Supply Chain Management, Inventory Management, Incident Reporting & Documentation, Customer Service Excellence

Software Proficiencies: Microsoft Office Suite, CRM Systems [Enterprise Software Systems (GCSS-Army)], Inventory Management Systems, Data Reporting & Analysis Tools, Google Suite, Microsoft Word, Microsoft Excel, Microsoft Outlook

SUMMARY

- Dynamic Business Management Professional with over 6 years of progressive leadership experience across operations, supply chain, credit management, and customer service. As Founder & Managing Director, drove a 20% increase in client retention and a 30% surge in membership sign-ups while reducing facility costs by 15%. In previous roles, delivered a 40% reduction in overdue balances and achieved 100% compliance in supply chain operations with a 25% reduction in distribution delays. A proud veteran with extensive experience as an Army Unit Supply Specialist, demonstrating exceptional discipline, strategic planning, and adaptability. Ready to bring transformative leadership, operational excellence, and innovative problem-solving skills to propel growth and success in a dynamic business management environment.

REFERENCES

Jeff Moore

Manager

931-431-4441

Rent A Center, 2609 Fort Campbell Blvd, Suite H, Clarksville TN, 37042

Patricia Ligon

Sales Manager

931-346-9579

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Andre Donnell

Owner

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