**Jonathan P. Arrigo**

6409 Gorski Road - Fairview, PA 16415

*Cell*: (814) 746-5106 *Email*: jarrigo12@gmail.com

# OBJECTIVE

To obtain a full-time position where I can use my experience in management, customer service and entrepreneurship to ensure customer satisfaction as well as promote the business.

**EDUCATION**

Penn State Erie, The Behrend College

Bachelor of Science in Marketing

# EMPLOYMENT

* **Zurn Industries** – **Sales Analyst and Commissions Specialists, April 2019 –** **Present**
  + Processing of commissions for all of US and International sales
    - Responsible for correct payments of between $2-$4 million in commissions
    - Running multiple business specific programs to complete monthly commission payments
    - Utilizing IBM COGNOS, Microsoft .Net programs to analyze data
    - Working with multiple business units to have correct commission paid
    - Coordinating with multiple rep agencies to assure payment was correct
    - Worked daily to streamline commissions process to hit deadlines
    - Using extensive Microsoft Excel knowledge to create and analyze data
  + Analyzing of Rep Sales
    - Working with reps all over the world to analyze sales for correct pricing and payment
    - Analyzing month to month and year over year sales for trends and any anomalies
    - Generating easy to interpret reports to present to reps
    - Using extensive excel knowledge to create tables to present to management and reps
    - Creating of rep sales agreements to follow company laws and regulations
* **Beechwood Golf Course - Co-owner, Banquet Manager, Event Coordinator, and Kitchen Manager, January 2013 – April 2019**
  + Involved with the purchase of Beechwood Golf Course and Restaurant with my family
  + Promoting the business daily
  + Increasing revenue each year while staying profitable
  + Creating revenue streams for the new business
  + Pricing of current rates, products, memberships to ensure profitability as well as customer satisfaction
  + Being available and knowledgeable in any work position in the business
  + Working with customers to plan their banquets while keeping it in budget
  + Follow up with previous customers and prospective customers to ensure satisfaction with new business
  + Using time management skills to be successful at full time job as well as helping the new business
  + Managing employees in a banquet, kitchen, and bar setting
  + Calculating and maintaining food and beverage costs, as well as payroll
  + Improving customer relations by being available to satisfied and unsatisfied customers in a timely matter
  + Constantly improving business procedures for more efficiency
  + Maintaining inventory levels for proper amount of business and costs
  + Reading Profit and loss statements and managing budget accordingly
  + Planning of events to promote business such as golf expos and food expos
* **Coca-Cola Refreshments – Account Manager January 2017 – April 2017**
  + Maintaining customer accounts
  + Promoting the Coca-Cola brand to local businesses
  + Ordering Coca-Cola products needed by businesses
  + Improve customer relations by dealing with management
  + Working with large corporations such as Wal-Mart as well as small local convenience stores
  + Using time management skills to travel and do work in a timely manner
  + Creating displays and presentations at grocery store chains to drive revenue
  + Creating solutions for business owners to create and maintain profit margins
* **Verizon Wireless – Customer Service Representative/Retail Sales Representative, August 2011 – October 2013**
  + **Customer Service Representative**
    - Conducting daily inventory checks
    - Ordering of daily items and inventory used by rest of staff
    - Responsible for opening and closing of store
    - Direct contact with customers to solve their problems
    - Promoting customer satisfaction daily along with keeping the business profitable
    - Creating and maintaining store design and functionality
  + **Retail Sales Representative**
    - Using my extensive product knowledge and sales skills to meet sales quotas
    - Providing excellent customer service
    - Creating new ways to promote products
    - Keeping up with technology to give customer best options for them

**ACTIVITIES AND AWARDS**

Penn State Behrend Golf Team, member 2006-2009

Team Captain, 2008-2009

Most Improved Player Award, 2007-2008 Season

Sportsmanship and Leadership Award, 2008-2009 Season

Student-Athlete Advisory Committee (SAAC) member, 2008-2009

United States Golf Teacher’s Federation (USGTF) Level III Certified

Net Promoter Score Silver Star Recipient (Top 10% in customer satisfaction) at Verizon Wireless

Quarterly winner of Continuous Improvement (CI) for work in bringing on new product line to Zurn