**Jonathan P. Arrigo**

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# 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