

Mark T Fought

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PROFILE

Experience in Management, Customer Service, and Administrative Support: Expertise Includes Knowledge of Business Administrative Protocol and Accountability ▪ Operations and Security ▪ Employee Hiring, Training and Management ▪ Customer Support ▪ Problem Resolution ▪ Tech Support/Administrator for On-Line Order System, Chat Response.

Experience in Higher Ed: HR Employee Processing ▪ Student Services Front Desk ▪ Department Liaison ▪ Library Operations

Excellent Computer Skills. Proficient in Windows OS ▪ MS Office ▪ Word, Excel, PowerPoint, Outlook, Publisher ▪ Google Docs ▪ Banner ▪ Acuity ▪ Handshake ▪ DocuPhase ▪ Lynda.com ▪ SchoolDude ▪ DDMS/Ensite Pro ▪ Poms ▪ Remote Screen Share ▪ Proficient in Internet Usage, Research, Email Protocol.

Home Owner and Permanent Resident of Sarasota Manatee.

Reliable, Responsible, Objective, Considerate, Ethical.

HISTORY

University of South Florida/New College of Florida

USF Staff Assistant 11/16—Present — Front Desk Reception for Office of Student Services: Liaison for Academic Advising, Admissions, Financial Aid, Career Services, Registrar and Veterans Center. Extensive In Person and Telephone Contact. Schedule Appointments. Process Immunization Records. Clarify, Dispense, and Route or Scan Documents. Participation in Employee Search Committees. Customer Service and Problem Solving. Receive and Distribute Mail. Other Duties as Assigned.

NCF Office Assistant 11/14—11/16 Office Support/Fiscal Liaison for Library: Receive Acquisitions and Periodicals and Process, Order New Acquisitions, Prepare Paperwork and Process New Hires and Employee Status Changes, Monitor Time Sheets and Track Hours/Pay Records for Employees and Process Discrepancies, Approve Pay-Card Purchases, Monitor Purchase Orders, Track Budget Spending and Student Worker Salaries, Receive and Post Public Announcements, Report and Follow Up on Maintenance Issues, Admin for On-Line Learning Web Site, Coordinate Study Carrels, Receive & Distribute Mail, Reception/Circulation Desk, Customer Service. OPS Office Assistant HR/Electronically Archive Documents, Onboard New Employees. Other Duties as Assigned.

Keeton's Office & Art Supply—Customer Service/Sales Assistant/Tech Support—Sarasota, FL. 10/07—11/14.

Answer Telephones and Reply to E-mails, Take Orders from Clients, Generate Purchase Orders, Up-Sell Products, Resolve Problem Issues, Process Returns or Shortages, Manage Call-Tags and RAs, Research Difficult to Find Items by Phone and on the Internet, Create Training Documents, Work in Liaison with Vendors, Retail, Warehouse and Drivers/Logistics, Administrative/Clerical Support as Assigned, Administrator and Tech Support for On-Line/WEB Site Order System, Customer Service and Tech Support Responder for On-Line Chat System. Consistently Lead in Daily Average Up-Sale Totals.

Pools Plus/Pool and Spa Shoppe LTD. 10/05—4/07.

Assistant Manager—Customer Service, Counter Sales, Administrative/Clerical, Inventory, Receiving, Parts, Water Testing.

Veteran's Administration/Department of Navy MWR. 9/02—7/05.

Supervisor VA—Retail Store, Foodservice, Vending, Receiving/Stockroom Operations.

Six Million Annual Operating Budget. Achieved 17% Overall Sales Increase and 0.1% Accountability. Selected Retail Location of the Year.

Facility Supervisor/Recreation Assistant MWR.

Supervised Recreational Facility. Organized On-Site and Off-Site Recreation Programs. Managed Internet Café. Successfully Reorganized Operational and Fiscal Systems to Exceed MWR Standards and Objectives.

Cactus Properties /JDSS Restaurant Properties, Dallas, TX. 1985—2002.

Food & Beverage Management—Manage Personnel, Product, Front & Back of House—Customer Service.

Planned and Implemented Service Areas, Inventory, and Personnel at New Start-Up Locations.

CIVIC EXPERIENCE

Special Commissioner. Dallas County. Determined Land Condemnation/Right of Way Cases. Three-Year Appointment.

EDUCATION

Mountain View College—ART & DESIGN.
Dallas County Community College—COMPUTER APPLICATIONS.
Non Degree Seeking, Continuing Education



MILITARY EXPERIENCE United States Navy—Aviation Operations (Top Secret Clearance).