

CONTACT

📍 Sterling, Virginia 20164

📞 (954) 907-5000

✉️ dunnmirvjn@gmail.com

PROFESSIONAL SUMMARY

Dedicated management professional with experience leading high-performing teams in a diverse and dynamic environment. Adept in developing and implementing service strategies tailored to customer needs, managing customer complaints, and driving customer satisfaction. Proven ability to identify and resolve service issues, streamline processes, and exceed organizational goals.

SKILLS

- Customer Relations
- Team motivation
- Staff Supervision
- Staff Training and Development
- Retail Operations
- Operations Management
- Strategic Planning
- Budgeting and finance
- Time Management

MIRVIN DUNN

ASSISTANT MANAGER



EXPERIENCE

Assistant Manager Virginia Department Of Motor Vehicle - Sterling, Virginia
02/2024 - Present

- Monitored team performance to identify potential areas for improvement.
- Coordinated employee schedules according to staff availability and processed time-off requests.
- Assisted with new employee training and conducted performance reviews to track overall progress on Department of Homeland security documents
- Certified on Department of Homeland Security Immigration Documents.
- Certified identifying documents features to detect fraud and counterfeit.
- Oversee employee processing of immigration documents.
- Oversee the processing of Virginia's Motor Vehicle title transactions both instate and out of state.
- Oversee and discuss customer legal presence documents.
- Oversee the processing of Virginia residents Drivers License and Identification cards.
- Oversee the processing of Virginia residents Birth certificates and Death certificates
- Oversee the processing of Virginia's resident Commercial Drivers License outline by the Department of Homeland Security.

Training Store Manager T-Mobile Wireless USA - Woodbridge , Virginia
08/2020 - 02/2024

- Resolved customer complaints promptly and professionally.
- Prepared staff work schedules and assigned specific duties.
- Organized and guided activities such as sales promotions requiring coordination with other department managers.
- Managed store operations, including opening and closing procedures, staff scheduling, hiring and training of new employees.
- Led cross-functional projects that improved operational efficiency.
- Participated in regional meetings with other store managers to share best practices.
- Collaborated with upper management on developing promotional campaigns that increased sales volume.
- Initiated processes for tracking customer feedback data and analyzed results to inform decision-making regarding operational changes.
- Developed strategies to improve customer service and increase sales revenue.

Call Center Manager T-Mobile Wireless USA - Chattanooga, Tennessee
04/2010 - 07/2020

- Addressed and resolved client or customer inquiries to foster superior standards of service.
- Identified operational process inefficiencies to recommend necessary improvements.

- Supported and executed performance improvement initiatives within call center.
- • Lead a team of 45+ employees under the profit & loss model.
 - Analyze data from customer resolution expert and create a plan around implementation.
 - Establish a high-performance culture and drive employee engagement, leading by example.
 - Drive Key Performance Indicators (KPIs) to increase growth, revenue and market expansion.
 - Analyze market trends and hold calls to discuss with Global partner.
 - Work cross functional
- • Drive adds activation over 10% month over month.
 - Implement strategies by analyzing previous month data to drive revenue to over \$75K in profit.
 - Identified and analyzed company goals and developed marketing strategies and solutions to achieve objectives.
 - Retain employee retention by less than 1%.
 - Strategize with senior management to implement and launch new products.
 - Successful increase customer base month over month by reducing customer retention.
 - Research and develop a sales workshop on selling technique.
 - Analyze community sales reports, and service levels, and safeguard compliance, sales, and customer retention objectives.



EDUCATION

Cybersecurity: Information Technology Candidate

Indiana University-Purdue University Indianapolis - Indianapolis, IN, US,
Expected graduation 08/2025

Associate in Arts (A.A.): Cyber Security

Germanna Community College - frederickburg, 08/2022



CERTIFICATIONS

- Organizational Development
- Leadership and Teams