

Randy Howard

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MY DECLARATION: I am a dependable leader that conveys creative and proficient proposals to overcome daily challenges that will advance an organization's proficiency. I have also proven dynamic and performance-driven qualities with notable customer service, logistic, and collection experiences.

EDUCATION

Old Dominion University; Norfolk VA
Bachelor of Science (B.S), Healthcare Management December 2023
Major: Healthcare Management
Minor: Business Analytics
Overall GPA: 3.4

Community College of the Air Force; Montgomery, AL
Associate of Science (A.S), Bio Environmental Engineering June 2021
Field of Study: Bio Environmental Engineering
Overall GPA: 3.8

Tidewater Community College; Portsmouth VA
Associate of Science (A.S), Business Administration May 2015
Field of Study: Business Administration
Overall GPA: 3.4

WORK INVOLVEMENT

United States Air Force
Bio Environmental Engineer JBA, Maryland May 2018- Present

- Focus on reducing health hazards in the workplace and the surrounding areas. A job complicated by the proximity to everything from munitions to radioactive materials, these experts utilize their skills to ensure healthful working conditions and that the environment is not adversely affected by Air Force activities.
- Specialized experience as a Bio Environmental Engineering journeyman for five years while receiving honorable and international recognition.
- Managed day to day operations for four years covering the Occupational Health, Radiation, Ventilation, and Environmental Programs.

CAPITAL ONE
Customer Service Coordinator Chesapeake, VA June 2017- Present

- Worked with the management to achieve common goals which included processing the stats for the team, taking part in team meetings by implementing new ideas which helped enable more colleague feedback for better customer focus.

- Resolved inquiries and complaints from customers if any, and managed daily work while being a reliable source for colleagues regarding information on policies and procedures related to role.
- Provided the needed leadership and support to the company, while I adhered to Capital One's competencies to ensure customer satisfaction.
- Became part of the 2018 Innovation POD which helped enable me to take on more tasks provided by leadership, speak more passionately and with more confidence while facilitating meetings, also helps me become more agile and cross functional while becoming a healthy disruption in the workplace.

CMA-CGM AMERICA LLC.

Inbound Vessel Close Coordinator Norfolk, VA. May 2015-Jun. 2017

- Confirmed that all CMA-CGM requests were met prior to any release of cargo and ensured that US Customs released cargo prior to releasing container(s) to any client or Third-Party Company.
- Placed holds on cargo at ports where CMA-CGM invoices may have been in demurrage to keep any shipment from embarking prior to CMA-CGM receiving those demurrage custodies.
- Ensured that all clients were advised of vessel arrival specifics to avoid any negative storage accountabilities.

COURTYARD BY MARRIOTT

Front Desk Supervisor Virginia Beach, VA Jan. 2014-May 2015

- Promoted and ensured guest satisfaction; also delivered prompt and well-mannered service. Served all aspects of the Front Office while being a key backing to Office Management.
- Became proficient at managing time wisely, in addition to officiating the front desk which included handling accounting funding, assisting with sales support and many other administration upkeep.
- Processed all arrival and departures while resolving any late and dissension charges; prepared daily reports to identify any special requests while certifying reports for accurateness.

CITIBANK

Customer Service Representative Norfolk, VA Jun. 2011-Jan. 2014

- Resolved product and service problems by clarifying the customer's complaint. Determined the source of the problem; selecting and explaining the best solutions to solve the dilemma expediting the correction or adjustment. Followed up with cardholders to ensure resolution was free of error.
- Trained fellow colleagues on how to lower AHT (Average Handle Time per call) and lower ACW (After Call Time usage).
- Stood as a UAT developer for Windows 7 which migrated through the entire Norfolk Site.
- Maintained customers' records by updating account information.

LEADERSHIP EXPERIENCE

- **Citibank & CMA-CGM America Employee Trainings**

- As an employee trainer, I helped develop ongoing and long-term improvements of employee dexterities which enabled colleagues to fulfil their full potential within the organization.

AFFILIATIONS/MEMBERSHIPS

- **Citibank & CMA-CGM America Leadership/Mentoring Programs**
 - I was involved in programs where I helped build and reinforce leadership skills, as well as increase self-esteem, and self-confidence of my colleagues. Most importantly, I learned how to be more flexible and when to change to best meet each new situation or challenge.
- **Citibank & CMA CGM America Site Spirit Teams**
 - Helped maintain with social aspects of employees for site wide events.
 - Assisted with promoting spirit in and out of the workplace and community.
 - Aided in events that contributed to Community Service (i.e. events at the Virginia hospital for disabled veterans, Red Cross Blood Drives, Homeless shelters, 4K marathon events and much more.)

REFERENCES

- Available upon request.