

# HARPREET SINGH

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## Professional Summary

Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Demonstrated expertise, including competitive offerings, pricing and market positioning. Compelling Project Leader with experience planning, scheduling and coordinating activities related to the successful completion of projects in the Insurance industry. Strong reporting and communication skills with the ability to effectively prioritize tasks. Able to prepare project plans, reports, and cost studies.

## Skills

- Public speaking
- Team liaison
- Strong verbal communication
- User interface understanding
- Report writing
- Conflict resolution
- Team leadership
- Budgeting and finance
- Powerful negotiator
- Extremely organized
- Self-motivated
- Data management

## Work History

**President, 04/2010 to Current**

**South East Wisconsin Taxi Drivers Association – Milwaukee, WI**

- Developed and adhered to Associations budgetary restrictions in collaboration with the board of directors.
- Enforced compliance with Associations regulations and guidelines.
- Addressed and resolved members complaints in a timely and effective fashion.
- Addressed issues immediately and worked with other members to find the most effective solutions available.
- Worked with leadership staff and special committees to define important issues and set standards.
- Coordinated and implemented training to professionals.
- Organized educational forums, meet-ups and pitch events to promote networking and connectivity between entrepreneurs, service providers and funders.
- Created fundraising materials utilized on social media and websites and sent out in mass mailings.
- Drafted timetables and work programs.
- Received and resolved numbers of calls each week regarding complaints and problems.

- Served as the primary point of contact for the city with all media representatives.

**President, 06/2008 to Current**

**Yellow Cab Of Franklin Llc – Franklin, WI**

- Maximized passenger satisfaction by keeping vehicles in safe and clean operating condition.
- Upheld high standards of cleanliness, sanitation and service.
- Booked rides using latest technology mobile service.
- Added Vehicles that Provided mobility to assistance to disabled passengers to Fleet.
- Minimized mechanical issues by adhering to vehicle maintenance schedule.
- Communicated all emergencies, delays due to weather and carrier schedule changes to customers and supervisors.
- Forecasted manpower requirements based on daily workload and company targets.
- Coordinated quarterly business reviews alongside senior management.
- Oversaw hiring and training of 4-5 new employees each quarter.

**Regional Sales(leader) Manager, 09/2005 to Current**

**Primerica Financial & Life Insurance Services Inc. – Pewaukee, WI**

- Worked with clients to find solutions according to specific needs and budgets and grew customer base through excellent services.
- Exceeded revenue of 3 other sales representatives by 27% during 3year.
- Met with each division leader on a monthly basis to answer questions, resolve issues and identify new strategies that could be implemented.
- Evaluated staff performance against expectations.
- Researched customer needs, market trends and competitor activities.
- Provided support and management to a sales team, driving productivity and a positive work environment.
- Understood and capitalized on industry trends to shape and enhance value-added solutions and strategies for new market developments.
- Regularly hit at least 100 % of quota.
- Monitored weekly, monthly and quarterly achievement goals.

**Self Employed, 06/2002 to 07/2005**

**American United Taxi Inc – Milwaukee, WI**

- Checked in with dispatch to determine schedule and planned pickups.
- Waited for passengers at designated high-volume locations such as airports and popular nightlife spots.

- Upheld high standards of cleanliness, sanitation and service.
- Provided mobility to assistance to disabled passengers.
- Maximized passenger satisfaction by keeping vehicles in safe and clean operating condition.
- Calculated rides costs, received money and returned change.
- Reported carrier-performance metrics and monthly costs reports to executive team.
- Forecasted manpower requirements based on daily workload and company targets.
- Minimized mechanical issues by adhering to vehicle maintenance schedule.

**Manger, 01/1999 to 05/2002**

**A A Petroleum Inc – Milwaukee, WI**

- Determined customer needs by asking relevant questions and listening actively to the responses.
- Strategically scheduled team members to maintain optimal staffing levels at all times
- Cleaned and organized the stores, including the checkout desk and displays.
- Mentored new cashiers associates to contribute to the store's positive culture.
- Engaged with customers in a sincere and friendly manner.
- Answered customer telephone calls promptly and in an appropriate manner.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Trained 3-4 new Cashiers associates each quarter.
- Monitored security and handled incidents in a calm and professional manner.

**Junior Engineer, 02/1998 to 12/1998**

**Escort & Geotze India Ltd – Patiala, Punjab, India**

- Created written specifications for projects.
- Developed drawings to outline project steps.
- Consulted with other disciplines and clients to resolve issues in a timely and effective manner.
- Resolved issues with products with knowledge of principles and real-world operations.
- Completed inspections of finished products.
- Designed Casting & Molding projects under the direction of experienced engineering professionals.
- Researched system requirements and components.
- Reviewed relevant codes and made decisions in accordance with requirements.
- Studied corrections from senior engineers to learn and grow as a professional.
- Wrote protocols, qualification documents, test plans and test reports for quality assurance purposes.
- Troubleshoot electrical equipment problems such as electro-valves and sensors.
- Mentored junior engineers and new hires to better improve the competency and efficiency of all staff.

## **Education**

**High School Diploma: 1993**

**Green Wood High School - Patiala ,Punjab**

**Bachelor of Science**

**Goverenment Mohindra College - Patiala**

**Mechanical Engineering, 1998**

**Sant Longowal Insititute Of Engineering & Technology - Longowal,Punjab India**

**Diploma in Mechanical Engineering with specialization in Metal Casting (Foundry Technology**

- **Professional development completed in Metal Casting**