

**Resume:**

**Marvin Pope**  
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**Objective:** *To obtain a position with a company that has growth opportunity, and will allow me to utilize my strong management & communication skills for professional and personal growth.*

**Experience :**

**BU-Social - Milwaukee, WI 10/09-Present**

**Title: Creator**

**Job Duties Include:**

- Designed Social Networking Prototype Front-End & User Experience
- Manage Development Team
- Marketing Strategy Development
- Designed Social Networking App Front-End & User Experience

**Ugly's Bar & Grill - Milwaukee, WI 04/14-06/19**

**Title: Bartender**

**Job Duties Include:**

- Create a positive welcoming environment for our customers while providing excellent customer service
- Opening and Closing Duties
- Money handling
- Ability to multitask with speed and accuracy

**Johnson Control - Milwaukee, WI 12/07-03/13**

**Title: Live Guide & Panoptix Trainer**

**Job Duties Include:**

- Training Customers on Panoptix Applications
- Assist and ensure adoption and utilization
- Provide professional Level 1 Support
- System Parts Credit and Collection Coordinator: Credit and Collection for System Parts.
  - Collecting on current and past due invoices.
  - FY08 Quarterly average collected 95% with a goal of 90%
  - FY09 Quarterly average collected 95%, 4th Quarter 102% collected
  - Days Outstanding consistently under 35 days.
- Strong written and oral communication skills providing excellent customer service

**WE Energies - Milwaukee, WI 2/04-06/06**

**Title: Tele-collection Team Leader**

**Job Duties Include:**

- Managed/Coached staff of 17-20 Telephone Reps.
- Hired, Disciplined, Trained Employees
- Affective written and oral communication skills
- Developed employees professionally and personally
- Payroll
- Strategic Planning
- Conflict through resolution

**Metavante Corporation - Milwaukee, WI 06/02-10/03**

**Title: Credit Return Processor**

**Job Duties Include:**

- Reviewed all returned checks
- Assisted our vendor's customers with our online billing software
- Reissued payments and ensured returns
- Provide excellent customer service
- Internal moral building

**AT&T - Milwaukee, WI 01/01- 08/01**

**Title: Long Distance Customer Service Manager**

**AT&T/Cingular Wireless - Milwaukee, WI 07/97-01/01**

**Title: Sales and Customer Service**

**Job Duties Include:**

- Billing
- Resolved dispute
- Exceeded company's expectation in monthly sales
- Demonstrated superior customer skills
- Troubleshooting and multi tasking skills
- Ability to work independent or collaborate
- Self motivated, passionate, hardworking

**Education:**

- North Division High School, 1990-1994
- Some College

**Accomplishment:**

- 1997 Outstanding sales 2nd quarter , 105% in sales
- 1999 Presidents Club Top Sales Trip to Hawaii
  - Nationwide Winner: 4th Quarter 102% Collected

**Reference Available upon request**