

Lorretta J. Arrington

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As a versatile, goal oriented professional, I'm focused on providing a superior level of operational, logistics management, and customer service while increasing revenue. I've successfully demonstrated a business acumen and strategic planning ability. I have supervised diverse team objectives from inception to completion with a firm understanding of the importance of priorities and deadlines. I possess a collaborative approach to leadership with the aptitude to foster a team-oriented environment while imparting knowledge to others on how to increase productivity. Armed with solid communication and interpersonal skills to establish and maintain rapport with interior and exterior customer base. I am dedicated to exceed expectations.

Georgia Perimeter College Military Outreach Advocate

2014-Present

- Customer service contact
- Liaison of military 250+ connected students, navigating their college experience.
- Academic advisement, career counseling, housing referrals.
- Student Veterans Association, Club Advisor
- Budgeting, Program planning, Event coordinator
- College Wide Event planning

Anytime Fitness, McDonough, Georgia Owner, Operator

2010-2013

- Customer service contact, **complaint resolution officer**, and B2B agreements. Contract Sells.
- Designed and promoting activities to meet customer demand and generate revenue; advertising and promoting the club or center to increase usage.
- Recruiting, training and supervising staff, including drawing up staff schedules.
- Vendor negotiations for maintenance, insurance, repairs and cleaning;
- **Maintaining high levels of customer care, often with a particular focus on avoiding attrition of existing users; prioritizing target activities and user groups.**
- Handling complaints and incidents (e.g., accidents and emergencies, theft);
- Personal training with clients to ensure their full potential. Delivering some fitness training or coaching in sports activities. Special events coordinator to create club awareness.
- Preparing and checking budgets and generating income; Personal Training Certified.
- Purchasing equipment and supplies. Successfully sold the business.

Allied Automotive Group

Atlanta, Georgia

Aftermarket Logistics Manager

2002-2010

- Demonstrated a superior level of customer service, building an intercontinental client base. **Directing strategies and planning inside sales and marketing initiatives for the aftermarket organic growth opportunity.** Coordinated bonded import and export deliveries and receipts.
- Negotiated and managed continued growth of customer accounts, delivering superior service
- Successfully increasing profits of \$9 Million over 3 yrs.
- First point of contact via fax, phone, the Internet or email, directly handled requests, and quotes.
- Reviewed and authorized all contracts for aftermarket movements ensuring a competitive edge

- and customer loyalty while maintaining profitability.
- Daily communication with customers for additional business opportunity, collections and damage control. Interaction with outside teams for process productivity and confirmation of possibility. Daily reports and interactions with upper management on volume of measurable success and future goals.
- **President's Award Winner – 2003**

Allied Automotive Group
Logistics/Dispatch
 Atlanta, Georgia
 2000-2002

- Nationwide logistics center dispatcher with strong communication skills; communicated dispatch instructions clearly to hundreds of drivers for new assignments daily.
- **Reviewed logistical position, making decisions of movement based on customer needs.**
- **Adhered to the Teamster Union bylaws and conference rules.**
- **Worked with an on-going sense of urgency understanding the needs of our customers.**

US Army, Veteran
 Active and Reserve
 National Service Medal - Desert Shield/Desert Storm
 E5, 71L
 1985 -2000

Georgia Perimeter College
 Associates of Science
 Business Administration
 3.31 GPA, 2015 Graduate

University of Georgia
 Terry College of Business
 BBA –Online
 3.5 GPA, Present

Business Major -3.31 GPA President, SVA -2012-2014 Honor Student/Deans List AVVBA Scholarship Recipient MOC Scholarship Recipient Alpha Beta Gamma Member
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