

# ANTONIO MARELLA

## General Manager

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### **ABOUT ME**

I have 10 years of experience in operations management and customer service in an office environment. I have managed teams as big as 10 employees which has taught me the necessary skills to oversee small to large size projects while effectively working in a team setting. I'm looking for a career change into a field that will allow me both professional and personal growth.

### **EXPERIENCE:**

JOURNEY HOME RESTORATION - GENERAL MANAGER  
NOVEMBER 2023-DECEMBER 2025

- Managed an office team of 3-5, responsible for coordinating incoming calls and inquiries, scheduling inspections and updating our software program with the customer's information.
- Managed a sales team of 8-10, specializing in inspections and minor repairs following Ohio codes for both residential and commercial properties.
- Managed 5-7 crews, specializing in roof, siding and gutter restorations for both residential and commercial properties.
- Managed an operations team of 3, specializing in repairs and interior labor/painting for both residential and commercial properties.
- Responsible for hiring of all employees including; office, warehouse and project managers.
- Developed and oversees the scheduling techniques and procedures.
- Actively engage in various marketing tools, utilizing a range of strategies to drive business growth.
- Tracked job costs and gross margins.
- Addressed and resolved all customer complaints and concerns, ensuring exceptional service and satisfaction while maintaining a positive rapport with disgruntled customers.
- Coordinated and managed the scheduling of multiple jobs for the teams to complete assigned tasks promptly and efficiently.
- Trained new employees across various roles, equipping them with the necessary skills to excel in their respective positions.
- Assisted the teams with managing incoming calls, scheduling inspections, facilitating payment collection, and handling various day-to-day operational responsibilities.
- Created, mandated, oversaw, updated, and organized the company handbook and SOP documentation.

MR. LEVEL CONCRETE LEVELING - OPERATIONS MANAGER  
FEBRUARY 2020 - NOVEMBER 2023

- Managed an office team of 7, responsible for coordinating incoming calls and inquiries, scheduling estimates and updating our software program with the customer's information.
- Managed an operations team of 8-10, specializing in the demolition and installation of concrete for both residential and commercial properties.
- Managed an operations team of 2-4, skilled on the sealing and grinding of concrete to ensure flawlessness and eliminate tripping hazards.
- Developed and oversees the scheduling techniques and procedures.
- Actively engaged in various marketing tools, utilizing a range of strategies to drive business growth.
- Addressed and resolved all customer complaints and concerns, ensuring exceptional service and satisfaction while maintaining a positive rapport with disgruntled customers.
- Coordinated and managed the scheduling of multiple jobs for the teams to complete assigned tasks promptly and efficiently.
- Trained new employees across various roles, equipping them with the necessary skills to excel in their respective positions.
- Assisted the teams with managing incoming calls, scheduling estimates, facilitating payment collection, and handling various day-to-day operational responsibilities.

SEASONAL YARD WORK - OPERATIONS MANAGER  
JUNE 2016 - FEBRUARY 2020

- Started as a sales representative for a year and a half, moving up to manage an office team of 5, responsible for coordinating incoming calls and inquiries, scheduling estimates and updating our software program with the customer's information.
- Developed and oversaw the scheduled techniques and procedures.
- Addressed and resolved all customer complaints and concerns, ensuring exceptional service and satisfaction while maintaining a positive rapport with disgruntled customers.
- Coordinated and managed the scheduling of multiple jobs and daily routes for the teams to complete assigned tasks promptly and efficiently.
- Trained new employees across various roles, equipping them with the necessary skills to excel in their respective positions.
- Assisted the teams with managing incoming calls, scheduling estimates, facilitating payment collection, and handling various day-to-day operational responsibilities.

**SKILLS:**

- Advanced proficiency in Microsoft Office (I.E. Word, Excel, Outlook etc..)
- Advanced proficiency in Google Drive (I.E. Documents, Sheets etc..)
- Expert in writing, maintaining and improving Standard Operating Procedures (S.O.P.'s)