

# Steven A Finkel

3809 W. Arrowhead Rd.  
Littleton, Co. 80123

720-318-3345 Cell  
303-795-0531 Home

[safinkel@hotmail.com](mailto:safinkel@hotmail.com)

---

## Summary

Over twenty years of strong management and sales experience. In addition to strong business and organizational skills. Experience has included work performed in the technical and medical recruiting, manufacturing, temporary help, and construction industries. Efforts have included budgeting, staffing, training, cost benefit, marketing, and sales as well as organization design, implementation, and training. As an area/branch/territory manager for these companies I had to work closely with all levels of management as well as the customer community and peers. A sharp manager and analyst with solid experience in the successful implementation and organization of offices and newly started businesses. Specializes in business start-ups, companies needing to be more profitable, and businesses in need of mentoring and guidance.

## Work Experience

### **Hospital Security Services, Denver, CO**

Apr 2011 – Present

#### **Senior Recruiter**

+40 Hrs per Wk

- Full life cycle recruiting.
- Knowledge of recruiting and selection techniques.
- Strong interviewing skills.
- Knowledge of applicant tracking systems.
- Work closely with 23 hiring managers.
- Recruit security personnel for 20 hospitals and 6 airports nationwide.
- Administer and interpret applicant assessment tests.
- Exceeded recruiting goals every month by at least 100%.

### **JC Penney, Littleton, CO**

Jun 2009 – Apr 2011

#### **Sales Associate**

40 Hrs per Wk

- Responsible for sales and customer service.
- Earned four diamond customer service awards in one and a half years.
- Earned gold award for credit card applications.

### **Unemployed**

Jun 2007 – Jun 2009

- Did not work during this period as we were transferred twice due to spouse's military service. Jobs were not available at the military bases where we were stationed.

### **Naval Support Activity, Naples, IT**

Apr 2006 – Jun 2007

#### **Mail Clerk, GS-305**

40 Hrs per Wk

- Responsible for ensuring all official mail is monitored and screened for proper packaging and appropriate addressing in accordance with official regulations utilizing all means available to conserve money.
- Additionally responsible for resolving any mail procedure errors or discrepancies with the originator or receiving office.
- Responsible for metering official mail for NAVSUPACT Naples and supported tenant commands which include registered certified, priority, SAM, or intra-theater.
- Developed a detailed accounting log to document monthly expenditures and provided quarterly reports to management that detailed all expenditures by category of mail, for NAVSUPACT Naples and supported tenant commands so that reimbursable customers could be billed in a timely manner.
- Implemented Standard Operating Procedure (SOP) Manual for this position.

### **Navy Exchange, Naples, IT**

Jul 2005 – Apr 2006

#### **Sales Clerk**

40 Hrs per Wk

- Responsible for retail sales, cashiering and restocking the exchange at Capodichino.
- Train and work with retail sales associates to insure all customers received the best customer service possible.
- Solve customer satisfaction issues.

**Red Cross, Naples IT**

Jun 2005 – Jul 2005

**Volunteer**

40 Hrs per Wk

- Volunteered in Personnel Office of Naples Naval Hospital. Duties included answering telephones, directing inquires, processed leave requests, filing, and general clerical duties.
- Volunteered at the Front Information Desk at Naples Naval Hospital. Duties included providing information to incoming patients and guests about hospital services and locations of those services throughout the hospital..

**Army and Air Force Exchange Service (AAFES), Stuttgart, GE**

Nov 2004 – Apr 2005

**Supervisor**

40 Hrs per Wk

- Responsible for the day-to-day operations, and retail sales for Frank's Franks Hot Dog concession.
- Trained and worked with retail sales associates to insure all customers received the best customer service possible.
- Solved customer satisfaction issues.
- Responsible for ordering inventory and preparing bank deposits.

**Unemployed, Stuttgart, GE**

Feb 2004 – Nov 2004

- Moved to Germany with Active Duty Navy Spouse. Looking for employment.

**TPR Staffing Services, Aurora, CO**

Jul 2002 – Feb 2004

**Area Manager**

+40 Hrs per Wk

- Responsible for the day-to-day operations, budgeting, staffing and sales support for this start-up light industrial, clerical and special events firm. Candidates are placed in contract to permanent, and contract positions throughout the Denver Metro area.
- Trained and worked with the corporate sales force and inside staffing and recruiting personnel.
- Worked with company staff, and customers to present the best candidate for the open position.
- Designed and developed all marketing strategies and materials; and sales materials
- Responsible for the hiring, evaluating, and dismissing of all company staff personnel.
- Managed and solved customer satisfaction issues and developed supporting sales strategies to support corporate mission.

**Tandem Staffing, Aurora, CO**

Sept 2001 – Jul 2002

**Branch Manager**

60 Hrs per Wk

- Responsible for the day-to-day operations of the largest branch office in the Rocky Mountain Region. Responsible for profit and loss, financial, workmen's compensation, OSHA, quality control, and human resources. This branch specializes in construction, industrial and production staffing.
- Responsible for the success of the first companywide "Center of Excellence".
- Actively managed and supervised the establishment of customer accounts; approved customer credit, managed receivables, supervised customer requirements, dispatched employees, and prepared employee payroll at this industrial and construction temporary help company.
- Managed and solved customer satisfaction issues and developed supporting sales strategies to support corporate mission.
- Responsible for increasing bottom line by increasing outside sales, raising the level and quality of the branches work force, and greatly improving customer service.
- Responsible for bringing in and servicing the largest account in the Rocky Mountain Region.

**TPM Staffing Services, Englewood, CO**

Jul 2000 – Jul 2001

**Area Manager**

60 Hrs per Wk

- Responsible for the day-to-day operations, budgeting, staffing and sales support for four branch offices of this light industrial, clerical and special events firm. Candidates are placed in contract to permanent, and contract positions throughout the Denver Metro area.
- Trained and worked with the corporate sales force and inside staffing and recruiting personnel.
- Worked with company staff, and customers to present the best candidate for the open position.
- Designed and developed all marketing strategies and materials; sales materials; and web sites.
- Active in local business associations, which enabled TPM Staffing to further, market their services.
- Responsible for the hiring, evaluating, and dismissing of all company staff personnel.

**Skybird Professional Services, Littleton, CO**

Sep 1996 – May 2000

**Vice President**

+40 Hrs per Wk

- Responsible for the day-to-day operations of this computer and business recruiting and placement Candidates are placed in permanent, contract to permanent, and contract positions throughout the Denver Metro area.
- Trained and worked with the corporate sales force.
- Worked with candidates and customers to present the best candidate for the open position while learning the current technical terms along the way.
- Designed and developed all marking and sales materials.

**Front Range Temporary Service, Thornton, CO**

Dec 1995 – Sep 1996

**Branch Manager**

60 Hrs per Wk

- Responsible for day-to-day operations of three offices, two industrial offices and one clerical office. Redesigned office procedures and work flow to make the operation more efficient.
- Trained and worked in the field with corporate sales force.
- Due to a more efficient office and effective sales force, the number of billable hours tripled from the previous year and profitability increased by 14%.

**SOS – Industrial Specialists, Denver, CO**

Apr 1994 – Jun 1995

**Branch Manager**

+40 Hrs per Wk

- Responsible for the day-to-day operation and management of two offices and fourteen employees. These offices specialize in the light industrial area of the temporary help business.
- Responsibilities include supervising and training sales staff and customer service representatives, the day-to-day operation of these offices, and human resource management.
- Specific accomplishments during my employment with this company include: took over the first office in April 1994 and re-organized the inside operation, increased hours 180 percent and increased gross profit margin by 6 percent. Supervised and orchestrated the opening of the second office in December 1994.

**C.P.Q. Nurses, Denver, CO**

Apr 1993 – Mar 1994

**Recruiter / Salesperson**

40 Hrs per Wk

- Recruited, screened, and placed highly technical medical personnel for long and short term assignments throughout the United States.
- Marketed services and wrote and closed contracts with various medical facilities.
- Developed customer satisfaction standards.

**SBI Incorporated, Colorado Springs, CO**

Apr 1985 – Feb 1992

***Vice President***

60 Hrs per Wk

- Actively managed and supervised the establishment of customer accounts; approved customer credit, managed receivables, supervised customer requirements, dispatched employees, and prepared employee payroll at this industrial and construction temporary help company.
- Managed and trained several outside sales people and was responsible for several key accounts. Managed, and trained sales staffs.
- Active member and participant in functions of many community and business organizations.
- This business was started with \$0 of sales and grew to \$3.5 million in seven years.
- Developed and managed special promotions. Organized and headed up sales meetings and training conferences.
- Managed and solved customer satisfaction issues and developed supporting sales strategies to support corporate mission.

**Crosby Group, Tulsa, OK**

Nov 1981 – Mar 1985

***Territory Manager***

+40 Hrs per Wk

- Managed sales of industrial products through multiple distributors in a Western six state region.
- Took over this failing territory and Increased sales in the territory by 28%.

**Education**

**Mass Communications**

University of Miami, Miami, FL