

RICHARD GALLO

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Aurora, Co 80012

727-619-8345

OBJECTIVE

- **To grow personally and professionally with a growing established company, with the desire and capacity to learn quickly, work efficiently, accurately, and on time as a representative and team player.**

Comptek Technologies Denver, Co 80011

6/8/2022 - 10/14/2022

Manufacturing/Mechanical Assembly

- Read blueprints and manufactured various parts that weren't available from vendors such as mounting plates, heat sink plates, brackets, having to custom make power supply boxes then installing, wiring, and testing cable connections of the 12v & 24v power supply units, used for pdb's and hmi distribution within the signal boosting towers, for telecommunications service providers. Construction of wooden crates with caster wheels to transport wireless signal boosting poles shipped via box truck. Made my own templates for faster process of construction. Repair and maintenance of some machinery and tools. Provided construction and mechanical assembly of doors and extrusions for mounting 80/20, strut, roller wheel brackets, bus bars, antenna's, electrical cables, cooling fans, door locks, power distribution boxes in an assembly line fashion. Used various tools such as horizontal wet saw, miter saw, table saw, jig saw, dremel multi-max, drill press, hydraulic press, rivet gun, rivet nut gun, cordless drill, router, hole saw, bench grinder, angle grinder, ratchet, wrenches, taps, caliper, tri-square, centre punch, wire cutters, crimpers, strippers, screw drivers, nut drivers, pliers, and pallet jack.

South Denver Windustrial Englewood, Co 80110

2/25/19 - 3/12/21

Delivery Driver

- Drove 2-ton truck with air-brake system within Wyoming and as far as Pueblo Colorado. Made daily deliveries of material to various customers in a courteous, safe and efficient manner while providing the highest possible level of customer service. Adhered to all DOT and Winsupply safety regulations. Performed daily truck inspections. When not driving I was responsible to help in the warehouse including but not limited to: pulling orders, receiving material, loading trucks with pallet jack, forklift, or hoist, and any other warehouse functions needed on a daily basis.

1800ACCOUNTANT Largo, FL 33777

1/18/16 - 12/1/16

Accounting Sales Representative

- Setting up appointments then conducted free phone consultations with Legal Zoom prospects and clients, usually consisting of first time LLC's (Sole Prop, Partnership) S-Corp, C-Corp, or Nonprofit businesses and provided them helpful information, such as what files are required and when to file them, exploring their needs to match available services then sell products and tax accounting services.

Nielsen Media Oldsmar, FL

11/15/11- 3/27/15

Sr. Data Production Associate

- Responsible for contributing to the drive and completion of assigned production-related tasks, such as accurately associate, confirm, and publish existing commercial ads from live network streams, as well as accurately create and caption new regional and national televised commercial ads then upload and link them within a demographic management system, then notify the editorial team, prior to publishing the ads to be surveyed by panelists off rewardtv.com. Accurately create and map online ads, as well as create, caption, and digitize movie ads, upload and link them within DMS, then notify Client Service Movie Team prior to publishing. Troubleshoot and promptly resolved various assigned client service inquiries and requests for Client Service Teams. Promptly performed daily quality assurance tasks related to production tasks assigned to others. Assisted with mentorship and on the floor training of new hires.

Dial America New Port Richey, FL

7/2011 – 11/2011

Telemarketing Sales Representative

- Magazine subscription sales for Special Olympics campaign and Mothers Against Drunk Drivers campaign

A Best Advertising Palm Harbor, FL

2/2010 -7/2011

Sales Representative

- Business to business digital indoor billboard sales, handling of contracts, daily logging, and follow ups

Direct U S A Foods Clearwater, FL

4/ 2009 – 1/2010

Delivery Driver

- Daily inspection of food truck for route deliveries, performed daily inventory and food deliveries to various restaurant businesses, handling of checks, cash, and credit card transactions, increased company revenue by selling to new clients, trained new hires.

Global Mortgage Inc. Clearwater, FL

2/2003 – 3/2008

Assistant Compliance Supervisor/Auditor/Recruiter/Loan Officer

- Assisted in the supervision of corporate compliance officers for 3 years, performing quality control, providing training for compliance officers, loan officers, and loan processors in state guidelines and federal regulations, loan origination software, enforced corporate policy, and procedures. Worked in conjunction with corporate administration and accountants by collecting funding checks of closed mortgage loans, sent from various settlement agencies or attorneys to the corporate office. Increased extra revenue by performing non-compliant branch fee collections.
- Promptly resolved customer service calls and complaints and serviced over 600 branch office employees in an ongoing capacity, including title agents, title attorneys, and lender representatives; ensuring branch retention
- As a Corporate Auditor I traveled in 2006, 2007, and 2008, audited pending and closed loan files originating out of 300 nationwide branch offices, provided onsite training to ensure net branch compliance of state and federal guidelines, installed webcams, protecting corporate liabilities, as well as producing monthly loan activity reports for state audits.
- Recruited branch managers for the sales side of the company, generating \$972,000.00 in revenue
- As a corporate compliance officer, I acquired the knowledge and stayed proactive in State and RESPA disclosures and guidelines for 42 states. I pre-audited and post audited active, closed, and dead or denied loan files for all branches. This entailed ongoing customer service and a checklist faxed or emailed to loan originators or loan processors, with explanations of any State or RESPA disclosures which were missing or incorrect in their files.
- As a Loan Officer, I originated and closed the Refinancing of VA/ FHA and Conventional home loans.

Ernie Haire Ford Tampa, FL 336013

9/2002 - 01/2003

Car Salesman

- Qualifying customers, building trust and value, input credit applications, pull credit reports, counsel and overcome customer objections, vehicle presentations, test drives, obtain the commitment, discuss financing terms, and closing the sales. Achieved employee of the month in September, October, and November, 2002

CarMax Tampa, FL 33613

9/22/2000 - 9/11/2002

Car Sales Consultant

- Successfully completed training course and learning product knowledge. Greeted customers, processed car appraisals, performed test drives, vehicle transfers, discussed financing terms and closed sales. Sold warranties, accessories, and responsible for processing of all contracts. Achieved employee of the month March, May, June, 2001 and July, April, 2002

Joslins Department Store Lakewood, Co 80226

10/1989 – 10/1998

Loss Prevention Manager

- Managed loss prevention operations and staff for 4 yrs., hired and trained staff from inception. Managed inventory control, managed key control for all departments, performed quality control and historical reporting for corporate. Frequently testified as witness for district and city attorney felony and misdemeanor cases. Conducted monthly safety and maintenance inspections prior to mandatory quarterly walkthrough inspections with fire department. Held monthly safety awareness meetings with store personnel, engaging them with fun reward incentives, which resulted in 50% improvement of safety issues. Enforced store policies, investigated department shortages, installed covert security cameras to catch employee thefts, established a refund tracking system, which resulted in improved deterrence and apprehensions, provided ongoing learning and development for deterrence and theft apprehensions. Participated as a closing store manager, handled closing procedures, and customer complaints resulting in 100% customer satisfaction.
- As a loss prevention specialist I worked in plain clothes, investigated suspicious activity from the sales floors and from camera surveillance room, videoed and recorded, then apprehended and detained shoplifters, including employees committing theft or fraud. Performed audits, investigated department shortages, and performed collections of bounced checks or outstanding balances. Collaborated with law enforcement agencies to report thefts, maintained documentation reports on security and safety related incidents. Frequently testified as witness for district and city attorney felony and misdemeanor cases. Mentored trainees on protocols and surveillance techniques.

Martin Marietta Littleton, CO 80127

9/1986 -9/1989

Tooling Technician Apprentice

- From internal blueprint designs, I constructed and refurbished assemblies, fixtures, and parts for the Titan Missile and Magellan Satellite programs, with the use of machine shop equipment such as drill press, hydraulic press, taps and dies, micrometer caliper, height gauge, horizontal wet saw, band saw, planer/jointer, metal grinder. Conducted quality control inspections, maintained, and refurbished highly classified Air Force equipment. Certifications in blueprint reading, anodizing and laser, electrostatics, level one clean room, hazardous materials, transit scope, tethered hoist, forklift, cartridge respirators, performed sandblasting, and production spray painting.

Dakolois Construction Company Inc. Westminster, Co

11/1985 – 7/1986

Cement Mix Driver - Class B License

- Drove cement mix truck. Daily delivery and pouring of cement to clients in the Denver Metro area while keeping within a required time schedule. Responsible for three-axle cement truck operations and inspections.

Fraser Best Electrical Corp. Denver, Co

1/1985 - 10/1985

Electrical Apprentice

- Delivered materials to jobsites and assisted Journeyman Electricians on commercial and industrial projects with the assembly and construction for light, heat, and power. Read blueprints, schematics, and followed oral instructions. Proficient in the use of all hand and power tools relevant to electrical trade. Drilled into wood, metal, and concrete, cut and threaded pipe. Connected flex conduit, ran and bent EMT and RIGID conduit with pipe bender, hung and installed ballast light fixtures, generators, motors, various type junction boxes, panels, receptacles, switches, circuit breakers, smoke detectors and pulling wire. Maintained inventory of all related electrical materials in electrical storehouse, prepared purchase orders for future jobs. Experience with using trencher and heavy equipment.

Education Fred Segesman Mortgage Broker School Oldsmar, FL __ FL Loan Origination Certificate

Emily Griffith Vocational School Denver, Co__ Medical Terminology Certificate

Certifications Business Process Improvement Basics – BPI Basics Certificate

STRENGTHS

- Great motivational team player. Proven record of accomplishment of successfully completing projects ahead of schedule and under budget. Resourceful problem solver with strong customer service orientation. A multitasker with meticulous ability and rigorous detail-oriented skills. Sales and management, time management, project management, resource planning, quality control, learning and development. Dynamic leader who can effectively balance, manage, and create a positive environment for the workforce. Extensive experience with Microsoft Word, Excel, and Office Outlook

ACCOMPLISHMENTS

- Sales and marketing, resulting in increased growth and gross revenue by 28%. Performed Turn Key Operations, which resulted in Company growth by 24%. Reduced End to End Regional Cycle Time by 25%, increasing sample size of all Regional surveys. Established an environment that fostered high-level teamwork, through effective coaching and rewards & recognition programs, resulting in friendlier competition and improved morale. Streamlined processes to reduce friction within 5 separate projects. This also resulted in organizational improvement and enhanced communication. Streamlined workforce to increase productivity by 50%. Organized and improved communication process.