

Ryan MacLeod

Business owner and Entrepreneur, with years of experience as a Sales Store Manager and Administrative Assistant. Proven record of leadership and increasing Sales and Profits for major companies. Hiring and training manager with high success and low turnover.

24-7 Intouch, Aurora, Co, 12/2017-03/2020

Member Support Consultant

- Responsible for providing the best member support for various high-end clients such as: Airbnb, Reach Now, Nike, and Checkr background services.
- Inbound as well as outbound calls while retaining optimal service levels
- Support and training of new agents both in classroom and on floor
- Consulting directly with clients to improve productivity as well as serviceability

Golden Railings Inc., Broomfield, Co, 12/2016-12/2017

Assembler/Band Saw Operator

- Responsible for full operation of band saw and materials needed for each job
- General assembler of railings including building posts with or without side mounts, building loops, assembling full railing sets
- Forklift operation with jib boom attachment

Harris Davis Rebar, Denver, Co, 1/2014-7/2014

Shipper

- Responsible for organizing Rebar deliveries to various construction sites across Colorado
- Multi-level coordinating of project site development with office/shop managers, in house detailers, and site foremen

Radio Shack, Denver, Parker, Castle Rock, Co., 2/2012-6/2013

Store Manager, Assistant Store Manager

- Responsible for all facets of store operations as well as store sales and profit growth
- Constant hiring and training of employees
- Monetary balancing and deposits
- Engagement of customers, and conflict resolutions
- Sales Performance management for employees and self
- Full Administrative Duties including data filing, spreadsheets, teleconferencing and organizing meetings

Rocky Mountain Investigative Resources LLC, Lakewood, Co., 5/2000-Current

Owner/Private Investigator

- Obtained information as well as provided services for clients in a legal manner

- Services include: Corporate & Personal Background Checks, Surveillance/Counter Surveillance, Stalker Analysis and Response, Missing Persons & Cold Cases, Bail Enforcement, Insurance Fraud Investigation, and Child Custody Cases
- To provide said information and services in the most effective & efficient manner
- Full Administrative Duties including data filing, spreadsheets, teleconferencing and organizing meetings

Office Max, Superior, Denver, Co., 7/2008-12/2010

Store Manager, Assistant Store Manager, Tech Specialist

- Responsible for daily store operations including drawer & safe monetary balancing, store stock replenishment, and customer issue resolution
- Ensuring proper product placement, organization, functionality and cleanliness
- Responsible for fielding technical specific questions
- Full Administrative Duties including data filing, spreadsheets, teleconferencing and organizing meetings
- Consistent employee training/cross training
- Coordination of full/multi store audits

Soundtrack/Ultimate Electronics, Lakewood, Co., 9/2003-1/2006

Store Manager, Assist. Manager, Home Audio/Video Manager

- Overseer of the Home Audio/Video department and sales associates
- Ensuring all plan-o-grams are set correctly and uniformed
- Equipment/Products are in full working and 'Demo Ready' order for customers
- Engaging customers and directing them to proper locations within store
- Constant training of employees and director of sales seminars/workshops
- General Managerial duties including monetary drawer/safe balancing
- Responsible for meeting & exceeding weekly sales goals and ensuring profit margin growth

Guitar Center, Englewood, Co., 2/2000-7/2003

Store Manager, Pro Audio Department Manager

- Responsible for entire Pro Audio side of store as well as employees
- Ensuring proper product placement and all equipment are functional for demonstrative use to customers
- Training/cross training of employees including organization of live music performances
- Coordinated store visits and workshops for National/International Musicians
- Full Administrative Duties including data filing, spreadsheets, teleconferencing and organizing meetings
- Assisted Store Manager with maintaining store sales goals, daily meetings, organization of sales sets, and ensuring sales/profit growth
- Engagement with customers and exceeding all their needs & expectations

Frederation Bail Bonds, Golden, Co., 4/1999-11/2000

Bail Enforcement Agent

- Location and apprehension of individuals out of Jail on bond that have not appeared to scheduled court proceedings
- Transfer custody of apprehended individuals to local Jails to ensure continual court proceedings

- Assisted Bail Bonding Agents with office and clerical work as well as coordination with local/national Law Enforcement Agencies

March 2016 Pueblo Community College Pueblo, Co.

- Studied Computer Information Systems

June 2006 ITT Technical Institute Thornton, Co.

- Studied Criminal Justice & Criminal Psychology

Other Experiences:

- Proficient with Windows PC's and Apple/Macintosh computers
- Adept in Microsoft Office Suite (Word, Excel, PowerPoint, & Photoshop) software
- Full knowledge & experience with Audio/Video editing & mastering equipment including 'Pro Tools' editing bundle, full 100 channel sound board & mixer, and other software
- Adroit with musical equipment: Electric/Acoustic, Bass Guitars; Alto, Tenor, & Baritone Saxophones; Studio Condenser & Dynamic Microphones
- Talented Singer/ Songwriter and have performed in front of 500+ people, as well as written music for various top artists.
- Skillful Auto Mechanic – anything ranging from cars & trucks – motorcycles, jet skis, and motorboats/speedboats