Justyn T. Arnold

Profile

Goal-oriented professional with 15 years of experience in project management, creative problem solving, strategic planning, leadership, and decision making seeking a position as a Project Manager.

Project Management Experience

2012 – Present

Safety and Disaster Management

Aurora, IL

Spectrum Restoration

- Assessed and estimated fire, mold, and water damage and managed all aspects of the mitigation process for both commercial and residential claims from start to finish in a safe environment
- Supervised a restoration team of ten team members and conducted quarterly employee reviews
- Built relationships with commercial property managers and coordinated subcontracting efforts

2012 - 2013

Agricultural Management

Aurora, IL

Troxel Agriculture

- Oversaw organic farming certification and local agriculture operations
- Operated heavy machinery, repaired vehicles and equipment, and loaded and unloaded semis
- Researched and implemented innovative strategies for organic farming

2007 - 2012

Automotive Management

Aurora, IL

Naperville, IL

Bill Jacobs Volkswagen

- Organized and prepared auto repair and vehicle damage estimates for customers
- Received nationwide recognition as top performing customer service team in 2011
- Maintained 96% first-time fix percentage by implementing quality control measures
- Orchestrated and resolved customer satisfaction by administering client surveys for feedback

Toyota of Naperville

- Managed team of six automotive agents, establishing relationships with customers, consulting automobile owners of vehicle needs, and analyzing team technician inspections
- Maximized sales margin and customer satisfaction as the top fourth-quarter agent in each area

Tuffy Auto Service Center

- Enlisted as manager of 8 employees at startup shop, managing sales forecasting and productivity
- Boosted shop sales by 24%, earning nationwide recognition for biggest improvement in 2009
- Designed and implemented a precise vehicle inspection process with quality control procedures

2004 - 2010

Business Management

Aurora, IL

Imperial LawnScapes

- Created and maintained personal lawnscaping business, managing all aspects of marketing, customer service and acquisition, contracting, equipment management, and project completion
- Analyzed market research and investigated scenario analysis prior to commencing business

Education

1996 - 2000

Aurora University

Aurora, IL

B.S. Finance

Technical Skills

- Software: Xactimate, ClearClaim, Microsoft Office, Quickbooks, ADP Drive, Alldata
- **IICRC Certifications**: Water Damage Restoration, Applied Microbial Remediation, Applied Structural Drying and Fire & Smoke Restoration
- Other Certifications: 10-hour OSHA General Industry Safety and Health and Lead Safety for Renovation, Repair and Painting

References

References are available on request.