

NOAH WILLIAMS

Parking Services Manager

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PROFESSIONAL SUMMARY

Results-driven Parking Services Manager with 5 years of experience in optimizing parking operations and enhancing customer satisfaction. Adept at managing large teams, implementing operational improvements, and ensuring compliance with safety regulations. Focused on maximizing revenue and improving service quality through innovative solutions.

WORK EXPERIENCE

Parking Services Manager

Pineapple Enterprises

📅 Mar / 2021-Ongoing

📍 Santa Monica, CA

1. Oversee daily operations of parking facilities to ensure efficient service and safety.
2. Manage staff schedules, training, and performance evaluations for parking attendants.
3. Implement and enforce parking policies and regulations to maximize compliance.
4. Led hiring, discipline, and terminations for an 11-person department, fostering a high-performance culture.
5. Created operations expenditures budget, policy/procedure manual, and evacuation plan to ensure compliance and safety.
6. Develop and maintain budgets for parking operations, ensuring cost-effectiveness.
7. Responsible for generating approximately \$3 million in annual revenue through effective management strategies.

Parking Manager

Cactus Creek Solutions

📅 Mar / 2020-Mar / 2021

📍 Phoenix, AZ

1. Performed all staff scheduling, hiring, discipline, terminations, training, and strategic planning to optimize operations.
2. Supervised maintenance and security staff, ensuring a safe and well-maintained environment.
3. Developed a comprehensive company policy/procedure and operational manual to standardize practices.
4. Evaluated and recommended maintenance safety and security needs of the facility, enhancing overall safety.
5. Conducted reconciliations of cash & tickets, ensuring accurate reporting to the company.
6. Resolved customer complaints effectively, maintaining high satisfaction levels.

EDUCATION

Bachelor of Science in Business Administration

State University

📅 Mar / 2019-Mar / 2020

📍 Phoenix, AZ

Focused on management and operations, with coursework in service industry management.

SKILLS

Marketing Strategies

Financial Reporting

Process Improvement

Negotiation Skills

ACHIEVEMENTS

- 🌟 Increased annual parking revenue by 15% through strategic operational changes.
- 🌟 Successfully managed the construction and launch of two mechanized parking structures.
- 🌟 Implemented a new electronic meter system, resulting in a 30% reduction in maintenance costs.