

# Howard Wolf

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## CAREER OBJECTIVES

To contribute, enhance and sustain an organization's high performing service environment through building, maintaining and optimizing profit, capacity, long term relationships and sustainable operations.

## EDUCATION

Bachelor of Arts, Sociology with a minor in Political Science  
Metropolitan State College-Denver, Colorado

## EMPLOYMENT HISTORY

Integrated Asset Services, Relationship Manager  
*Residential REO property disposition services company*

Thomson Research and Guidance-PPC/MicroMash, Corporate Accounts Manager  
Thomson Research and Guidance-PPC/MicroMash, Corporate Accounts Coordinator  
Thomson Research and Guidance-PPC/MicroMash, Technical Support Representative  
*Distance learning organization providing Continuing Professional Education  
for CPAs in CPA firms and corporations*

McDuff Electronics, Assistant Store Manager  
Arapahoe East Wine and Liquor, Owner  
Wolf's Restaurant and Lounge, Owner and General Manager  
*Retail and Restaurant Stores and Sales*

## TRAINING AND PROFICIENCIES

Internal Company Sales  
Telephone Communications  
Microsoft Office applications

## **SUMMARY OF CAREER EXPERIENCES**

An accomplished industry and service professional with over 35 years of business development, operations management, customer service, stakeholder investments, and organizational capacity impacts. An innovative and relationship focused team leader and member with the ability to bring people together, on-board new clients, ensure contract compliance and support operation processes in efforts to maintain and increase resources to achieve company and departmental goals.

An effective implementer experienced in supporting a strong customer and client base to improve service organization's expansion and long-term viability as a successful business. An excellent communicator, problem solver and decision maker with strong skills present to support individual and high profile account management.

### **Relationship Manager**

Specialized professional who secured, maintained and fostered the relationship between clients and the company; Primary point of contact for the organization to the client; Comprehensive knowledge base of all company services and products; Individual responsible for assessing and offering additional product solutions to the client, thereby adding value to the client's line of business and additional profit to the company.

- Supported clients to solve implementation and issues resolution to their satisfaction
- Collaborated with both decision makers and end users
- Worked with client requests through internal systems to completion
- On-boarded new clients successfully to include internal and external systems and personnel
- Advocated for clients' needs in alignment with company abilities
- Worked to find root cause of issues or problems
- Acted as sounding board for clients
- Disseminated client statuses, resolution processes and business operations feedback to team members and decision makers of the company

## **Corporate Accounts Manager**

Decision-making responsibility for coordinating and maintaining Corporate Accounts and multi-level client accounts for the successful procurement of client satisfaction and efficient problem resolution between the company and the client.

- Increased revenue by at least 10% per year by identifying the needs of clients and explaining those to them
- Saved the company the need for more employees by handling both sales and customer service
- Administered large government contracts including customer service, new product introduction and contract modifications
- Demonstrated the ability to work with both decision makers and individual users
- Generated new business by 5-10 clients per year
- Renewed current clients by providing individualized customer service
- Negotiated terms of contracts with new clients

## **Corporate Accounts Coordinator**

Organizational responsibilities targeted at maintaining successful client satisfaction and efficient problem resolution efforts between the company and the client.

- Established and maintained multi-level client accounts
- Solved problems with clients to their satisfaction, receiving unsolicited praise which resulted in increased sales
- Worked with other departments to facilitate special projects resulting in time saved
- Trained new employees on company policy and working with clients
- Possessed the ability to identify what a client problem was and how to rectify the situation

## **Technical Support Representative**

Staff member assigned to handle software problems within a call center environment; Liaison between the end user and company to ensure maximum customer satisfaction.

- Dealt directly with end users of all products sold
- Used technical knowledge of all products to solve problems
- Managed company's Pass Guarantee program
- Tested new software