

MICHAEL L. STERN

[REDACTED]
Steamboat Springs, CO 80487
[REDACTED]

EXPERIENCE

SkyWest Airlines & United Ground Express September 2014 – present
Supervisor & Station Trainer – ATW September 2017 – present
Supervise and train ATW agents and assist/authorize resolutions regarding passenger issues, flight disruptions and reroutes/vouchers, perform audits, issue corrective action, complete agent evaluations.
Customer Service Representative September 2014 – August 2017
Ticket counter/gate agent – Assist customers during the check-in process, including resolving reservation issues and providing baggage assistance. Assist customers during the boarding process and resolving customer travel issues resulting from delayed or cancelled flights. Previous experience BTW in all ramp operations during 2014 season.#

Stern Real Estate Services, Inc. January 1991 – Present
Investor/Property Manager
Own and manage five office buildings containing approximately 80 tenants. Work includes negotiating leases with new tenants; providing service to tenants during their lease terms, including responding to maintenance issues, organizing tenant events, maintaining the common areas of the properties; prepare and distribute financial statements to all investment partners; collect rents; pay all property bills.

CTI, LLC August 2010 – August 2019
Owner
CTI, LLC is an inbound call center specializing in appointment scheduling for automotive dealership service departments across the United States. Work includes managing Executive staff that oversees approximately 85 employees; interacting with over 125 dealerships across the country to properly service their customers; handle all invoicing, payments, and financial reporting for company business. Sold business in August 2019.

SKILLS

Customer service – I work with tenants and customers on a regular basis and understand the importance of communication and respect.
Organization – As the owner of two successful businesses, I am constantly challenged with a variety of responsibilities that must be properly resolved to ensure the continuation of a revenue stream.
Computers – Computer literate. Experienced user of Microsoft Word and Excel, QuickBooks, Quicken. Programmed in Basic, Fortran, and CoBol in college. Type approximately 40-50 words per minute.

EDUCATION

Mercer University, Atlanta, Georgia
Master of Business Administration – 1985

University of Wisconsin, Madison, Wisconsin
Bachelor of Science – 1981

INTERESTS

Skiing, hiking, running, biking, fishing, model railroading