

Terence Blakely

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Career Overview

Dedicated employee with 5+ years of outstanding experience with service oriented background in data review, SQL Navigator, database query and reporting, and project teamwork skills. I have been consistently recognized for leadership which impacts project successes including: working independently, high standards of technical design, data integrity, and implementation. I have strong customer service skills, as well as experience in customer satisfaction, and am an excellent team player. Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success.

Core Strengths

Conflict resolution	Customer service expert
Strong organizational skills	Adaptive team player
Creative problem solver	Sharp problem solver
Excellent communication skills	Self-starter
Listening skills	High customer service standards
Proficient in MS Windows	Self-directed
Problem solver	Resourceful
Courteous demeanor	Critical thinker
Strong client relations	Fashion knowledge
Energetic work attitude	
Customer service	
Multi-line phone usage	
Telecommunication skills	

Accomplishments

Customer Assistance

Experience with systems such as Live Support, in which I diligently completed all assigned tasks, working overtime as needed.

Conflict Resolution

Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and ensure customer satisfaction.

Telephone Service

Professionally processed calls daily, providing information and service to ensure customer satisfaction.

Customer Service

Researched and resolved client conflicts in a calm and expeditious manner to prevent loss of key accounts.

Customer Interface

Greeted customers upon entrance and handled all cash and credit transactions.
Assisted customers via phone regarding company operations, product, promotions, and orders.

Work Experience

Government Operations Consultant II

December 2017 to Present

State of Florida - Department of Juvenile Justice (BPCA) – Tallahassee, FL

Government Operations Consultant II for The Bureau of Procurement and Contract Administration as a highly motivated contract administrator, maintaining full responsibility and ownership for competitively contracts assigned, to include all Department of Juvenile Justice program areas. In this position I prepare contracts, amendments, renewals and extensions as requested by the program areas. Some of the key job duties include: communicating effectively with customers external to the Bureau, maintaining a positive and collaborative working relationship, and monitoring contracts' effective dates and procurement needs to ensure the continuation of services. Also in this position, I perform procurement planning and serve as liaison for anticipated procurement activities. Prepares Request for Proposals (RFP), Invitation to Negotiate (ITN), Invitation to Bid (ITB), and all other procurements as requested by the program areas, in accordance with Florida Statutes and Department policy and procedures.

Government Operations Consultant I

October 2016 to December 2017

State of Florida - Department of Business and Professional Regulations (DDC) – Tallahassee, FL

Government Operations Consultant I for The Division of Drugs, Devices and Cosmetics as a highly motivated management consultant employee and high-level support to the Director of the Division of Drugs, Devices and Cosmetics. In this position I serve as the Data Steward, knowledge champion, forms author, web author, and coordinate all technical activity related to the use of the department's operating systems. Some of the core functions include: responding to requests for reports from internal and external customers, ensuring the integrity of said reports, serving as the liaison between the Division of Technology and the Division of Drugs, Devices and Cosmetics to develop and implement enhancements, and changes to the programs used by the department, providing training for new employees on technology related functions, programs or software, and to maintain the division's public internet pages and the internal intranet pages.

Regulatory Specialist III

July 2016 to October 2016

State of Florida - Department of Business and Professional Regulations (CIU) – Tallahassee, FL

Regulatory Specialist III for Central Intake Unit, which is a highly responsible position under the direct supervision of the Regulatory Program Administration in the Bureau of Central Intake and Licensure, Revenue Unit. As a staff member in this position I served as a cashier. The position also served as a Subject Matter Expert for Revenue on depositing and cashiering matter.

Regulatory Specialist I

April 2015 to July 2016

State of Florida - Department of Business and Professional Regulations (DDC) – Tallahassee, FL

Regulatory Specialist I for Drugs Devices and Cosmetics, which handles all processing of applications and permitting for Prescription Drugs and Medical Gases using the Onbase and Versa system. As a Regulatory Specialist I my duties & responsibilities are to create weekly reports for Unassigned Cash, process application to be permitted through the State of Florida, approve License Verifications and create Certificates of Free Sale requested by permitted clients. In this position, I also make customer contact via landline, mail, and email to ensure all information is received correctly with no deficiencies.

Service Professional

June 2011 to April 2015

Capelouto Termite and Pest Control - Tallahassee, Florida

Answered questions in regard to the company and its' products while maintaining knowledge of customer concerns and company policies. Described product to customers and accurately explained details and care of treatments. Worked as a team member performing daily duties, while providing excellent customer service. Assisted customers in person and via telephone. Performed outstanding treatments and inspections for multiple customers across Tallahassee, Florida.

Glass Installer

January 2006 to May 2011

Point Glass and Metal - Tallahassee, FL

Selected Contributions: Worked with some of the Top construction companies in Tallahassee, FL. Always on time, not having a "call-in" day in three years. Elevated company customer-satisfaction by always performing on a get the job done basis. Installed over 1000 window units in the Florida State University Johnston building. Exemplified the second-to-none job skills in the work place.

Military Police/Airman 1st Class

February 2004 to December 2000

U.S. AIRFORCE - Lompoc, CA

Traveled all around the world working in office and in the field setting taking on all different kinds of challenges including in wartime situations. Participated in training programs that enhanced employee performance and helped build a motivated workforce. Worked under strict deadlines and responded to service requests and emergency call-outs. Prevented company losses using awareness, attention to detail and integrity. Maintained up-to-date knowledge of Airforce policies regarding procedures, deployments and training.

Educational Background

High School Diploma: 2000

Greensboro High School – Greensboro, FL

Security Forces Apprentice, 2001

Airforce Technical Military Training - Lackland AFB, TX

References

Heather Blocker - Department of Education - 850 508 2233

Jamese Martin - Department of Rev. - 850 509 6315

Jemel Martin - Department of Economic Opportunity- 850 509 8439

Minister Jabari Paul - PICO United - 850 509 2535

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Candidate Contact Information

Candidate Name:

Terence Blakely

Candidate Location:

Tallahassee , FL , 32301

Mobile:

N/A

Home:

N/A

Email:

tblakely212@gmail.com

Contact Preference:

N/A

Application Summary

Job Title:

Commissioner

Job ID:

197016001

Application Date:

06/28/18

Resume Updated:

03/21/18

Career Level:

Manager (Manager/Supervisor of Staff)

Relocation:

Will Not Relocate

Rating:

Not Rated

Highest Education:

Some College Coursework Completed

Work Status:

US - I am authorized to work in this country for any employer.

Screening Score:

no specified

Work Experience:

More than 15.4 years

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