

# Sinead Pantalena

Deputy Manager

## Profile

I am a Deputy Manager with over 5 years of experience in the industry. I have worked extensively with clients and teams to deliver high quality results on time and within budget. I possess excellent project management skills, as well as strong communication and interpersonal skills. I am able to work effectively under pressure and thrive in fast-paced environments.

## Employment History

### Deputy Manager at FedEx, TN

Apr 2022 - Present

- Led a team of 12 employees.
- Achieved 95% customer satisfaction rating.
- Increased sales by 25%.
- Decreased expenses by 10%.
- Trained 6 new employees.

### Assistant Manager at UPS, TN

Jul 2017 - Mar 2022

- Hired and trained a team of 4 customer service representatives.
- Implemented a new customer feedback system that increased satisfaction ratings by 15%.
- Negotiated with vendors to get better prices on office supplies, resulting in \$2,000 in savings per year.
- Developed and implemented a new filing system for the office that reduced search times for important documents by 50%.
- Coordinated company-wide events such as holiday parties and summer picnics.

## Education

### Associate's Degree in Business Administration at Middle Tennessee State University

Sep 2012 - May 2017

I have learned how to manage a business, including finances, marketing, and operations.

## Certificates

### Certified Deputy Manager (CDM)

Sep 2020

### Certified Public Administrator (CPA)

Mar 2019

## Memberships

American Management Association  
Institute for Supply Management

## Details

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## Links

[linkedin.com/in/sineadpantalena](https://www.linkedin.com/in/sineadpantalena)

## Skills

Communication

Leadership

Organizational

Time Management

Conflict Resolution

Motivational

Public Speaking

## Languages

English

Portuguese

## Hobbies

Organizing

Crafting

Reading