

Hayden Olivier Mosher
16 Ridge St. Andover, MA 01810

703-955-1635

homosher29@gmail.com

SUMMARY OF QUALIFICATIONS

- Leadership
- Problem identification and resolution
- Coaching and mentorship
- High level customer service provider
- Decision making
- Ethical and Strong Sales Abilities
- Oral and written communication
- Honesty and Intergreity

EDUCATION

- **B.S. in Business Administration**, West Virginia University, Morgantown, WV, May 2018.

PROFESSIONAL EXPERIENCE

**Management Assistant, Enterprise Rent-a-Car
Lawrence and Billerica, MA**

September 2018 – Present

- Completed the management-training program during my first 8 months with the company.
- Sold supplemental protection products at a high level and was awarded 3 separate top sales performance awards in back-to-back months.
- Provided outstanding customer service and was able to bring 2 branches customer service scores substantially above corporate expectations.
- Maintained and built relationships with insurance agencies, automotive body shops, dealerships, and local airport FBO accounts.
- Helped manage and maintain a fleet of over 200+ vehicles and properly tame the fleet to our specific market demographic.
- Marketed externally to local accounts to discuss benefits and services we provided and how we could help benefit their customers' and respective businesses.
- Kept files and accounts receivables, of over 200+ customers at a time, up to date and provided payment plans and solutions to customers and accounts in need of extra compensation.
- Motivated my teams through monthly sales competitions, evaluations, and goal setting strategies.
- Volunteered for manual labor such as cleaning vehicles, assisting customers in luggage, and driving long distances to help the day-to-day operations run smoothly.
- Used critical thinking skills to develop new processes that allowed the branches to run at a more efficient level and helped to mitigate any potential mistakes.
- Organized reports that were sent off to corporate level employees. These reports would contain information such as interpreted revenue, cost, and expense reports that showcased our branch performance and area of improvement.

**Paid Internship, Trijicon Inc.
Stafford, VA**

May 2018 – August 2018

- Constructed training presentations for potential and existing clients that showcased and demonstrated the companies' high performance optical solutions.
- Tested and evaluated new and innovated products that were getting ready to hit the commercial and governmental markets.
- Continuously browsed bid websites for any potential contracts that the company could provide optical solutions for.
- Attended trade shows and engaged in sales oriented conversations while also demonstrating product functionality to government agencies and commercial clientele.

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Paid Internship, Lead Intern NextGen Federal Systems Morgantown, WV

May 2017 – December 2017

- Managed Satellite interns in NextGen's Ohio branch.
- Worked on optimizing and the current internship program for upcoming expansion. This included creating new hire and onboarding procedures.
- Researched and found new applications that could be used to task NextGen employees.
- Found bid opportunities that the company could provide solutions for.
- Vetted potential programming candidates.

Paid Job, Precision Mowing (Landscaping) Manassas, VA

June 2015 – August 2015

- Managed and maintained robust landscaping client group. Utilized my proficient communication and customer service skills to effectively interact with customers to ensure their yards were landscaped to their liking.
- Operated and fixed heavy and dangerous machinery

VOLUNTEER AND COMMUNITY

People to People Leadership Program

June 2008

Washington, D.C.

- Sat down with state representatives in order to learn about how the state government and federal government interact with each other. I was able to freely ask questions and have a face-to-face discussion with one of the representatives of Virginia.
- Toured our nations capital and attended countless discussions and presentations from leaders in organizations such as the CIA, FBI, EPA, and various lobbyists firms.

Fraternity Member, Sigma Alpha Mu West Virginia University, Morgantown, WV

November 2013-June 2016

- Donation Committee Member for the two following events
 - Samstock: A concert that our organization held using local bands and sponsors to raise money for the Judy Alzheimer's Fund.
 - Sammy Showdown: A soccer tournament we organized that allowed other members of Greek life to donate and compete to win money for the Judy fund as well.
- Held chair head positions including:
 - Vice President
 - Job Included: Overseeing all chair heads and chair committees. Also served as the risk manger of the chapter.
 - Conducted weekly meetings and proposed new policies for internal affairs of the chapter.
 - Candidate Trainer
 - Job included: Teaching new members the history of our organization along with making sure new members discovered which area/chair position they would want to be on in the future. I also helped establish them in the committees that fit best with their respective interests.

Forest Park Season and Off-Season Assistant Coach Manassas, VA

2013-2018

- Helped coach and support the team to be able to compete at all levels of competition.
- Helped teach the youth team with their skills and ability to perform at their best potential

REFERENCES – Contact Information Provided Upon Request