**William Frederic Kwelle**

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**Experience**

**Account Executive / Client Strategy Manager** **Feb 2022 – Present**

*Enterprise Fleet Management* – Houston, TX

* Qualified prospective clients through research and conducting a needs assessment via virtual and in person meetings.
* Analyzed financial reports and other data to make proper fleet recommendations and to customize the clients’ experience.
* Designed marketing plans that align with the customer’s financial and business objectives to promote positive long-term relationships with the client and to present the most beneficial purchase options.
* Monitored existing fleet contracts by keeping abreast with important dates and events relevant to each individual client and addressing any unexpected needs and services.

**Branch Manager** **Feb 2014 – Feb 2022**

*Enterprise Holdings –* Houston, TX (Nov 2016 – Feb 2022)

* Successfully managed 4 locations and lead a staff size of up to 8 members at a time including an assistant manager, management trainees, and car preps.
* Met and exceeded corporate average in customer service scoring system regularly, with the longest streak lasting 12 months.
* Grew the size of fleet by 66% through increased sales by account growth and retention.
* Motivated and encouraged staff performance by setting branch goals and establishing a healthy competitive environment within the branch.
* Coached 10 team members into promotions to further their careers.

**Assistant Branch Manager** (May 2015 – Nov 2016)

* One of the top 15% of performers in the area and rated at number 3 Assistant Manager in the region.
* Achieved triple digit operating profits 5 times.
* Reversed the trajectory of a declining branch, into a profiting location which outperformed several other locations in the area.

**Management Trainee** (Feb 2014 – May 2015)

* Rented, on average, 50 cars per week to meet monthly sales, customer service and profit margins.
* Maintained the flow of business by providing front and back-end support in completing sales, cleaning rental vehicles, transporting customers, performing callbacks and other office tasks.

**SKILLS**

* Fluent in French (Native Proficiency)
* Microsoft Office

**AWARDS**

* Triple Crown Trophy (Managers who meet/exceed growth, profit, & customer service standards) **June 2019**
* #2 Customer Service Branch Manager in Area **First Quarter of 2017**
* #1 Customer Service Branch Manager in Area **Nov 2016**
* #3 Customer Service Branch Manager in Area **Oct 2016**

**EDUCATION**

**Bachelor of Business Administration** **Dec 2013**

*University of Houston – Downtown* – Houston, TX

**Associate of Arts** **May 2012**

*Lone Star College – University Park* – Houston, TX