### Andre H. DaSilva

North Dartmouth, MA 02747 | 508-216-3779 │ andrelvis80@msn.com

##### Business Service Manager

Accomplished management professional with extensive experience and proven ability to promote and implement policies and procedures in adherence to company standards.

# Areas of Expertise

|  |  |  |
| --- | --- | --- |
| * Logistics Oversite * Organizational Skills * Cost Control | * Team Management * Inventory Management * Sales, Vendor Negotiations | * Relationship Development * Cross-Departmental Communication * Operations Management |

# Professional Experience

**Parking Manager |** University of Massachusetts Dartmouth, Dartmouth, MA 9/2017 to Present

Develop, plan, organize, and manage parking related services; including daily reconciliations, processing payments, inventory management, logistics, administration, communications, and operations within University policies and procedures.

* Process parking requests; including handicap decals, pre-approved requests for placards, and electrical vehicle parking and car pool participants for administrators, faculty, staff, students, commuters, and visitors.
* Reduce departments cost 30% through collaboration with IT to implement an ID card reader reducing parking decals confirmation paperwork.
* Collaborate with outside vendors for competitive pricing on decals, hangtags, bus passes, and transportation schedules.
* Increase parking decal sales 22% in 2017-2018FY utilizing social media outlets (Facebook, Twitter, Instagram) promoting special offers, prizes, and incentives to boost sales.
* Implement new parking software system, improving inventory accuracy and reducing paper use in the office.
* Perform data entry, process payment corrections, adjustments, and refunds utilizing Cyber Source and other computer programs.
* Compile and submit weekly, monthly and fiscal year reports and send reports to Bursar’s office and Accountant regarding accurate decal funds collected and provide documentation for Accounts Payable to process refunds and resolve discrepancies.
* Work with external state agencies and enrollment services for issuance and billing of hangtags for approved special circumstances.
* Provide excellent customer service for complaints, concerns, and disputed transactions.
* Update Business Service Center communication via email notifications, social administer the parking voucher, financial hardships, and waiver process.
* Serve as back-up for a transactions and operational functions in the Business Service Department in the absence of the Clerk IV UMass Pass & Parking Ticket Clerks.
* Authorized by the Registry of Motor Vehicles to perform services and provide signature for parking non-renewals, certified receipts, lift account HOLD flags, and waive fees with the Massachusetts RMV.

**Transportation Manager |** A&A Metro Transportation, Bridgewater, MA 8/2015 to 9/2017

Spearheaded operational management for the daily activities for the UMass Dartmouth shuttle system including managing 16 drivers and 2 dispatchers.

* Orchestrated timely maintenance for fleet of 10 buses resulting in improvement for fuel consumption and major repairs.
* Led UMass Dartmouth in exceptional managerial performance resulting in a 5-year contract with A&A Metro for the right to manage their transportation shuttle system.
* Implemented GPS tracking system (DoubleMap) for all campus shuttles.
* Ensured vehicle inspections were completed according to maintenance schedule and maintained records for all routine and emergency maintenance/repairs for 12 shuttles.
* Reported payroll, fuel consumption, ridership data to administrative assistant and HR.
* Coordinated with various departments for special events transportation needs and responsible for Transportation Department social media and website updates.
* Served as a member of the UMass Dartmouth hiring committee.

**Sales Manager |** A&A Metro Transportation, Bridgewater, MA 5/2015 to 8/2015

Oversaw management of 12 buses during events at Gillette Stadium ensuring smooth operations, time management, and compliance with regulations and company standards.

* Assisted with procuring new contract with Gillette Stadium for the use of fleet during every event.
* Mentored sales representative new hires within 2 months of starting this position.

**Senior Chemical Technician |** Henkel/Resin Technology, South Easton, MA 6/2000 to 4/2015

Prepared and processed materials for medical and electronic coating compositions. Performed and recorded routine in-process testing during manufacturing and sampled product at various stages for lab analysis.

* Responsible for training new hired technicians in the process and procedures of company standards.
* Maintained 0 batch rejections by Quality Control throughout career.
* Operated and monitored equipment to ensure proper mechanical function and productivity.
* Addressed production details, equipment maintenance requirements, and related information through written and electronic production logs.
* Communicated with senior level regarding process improvement plans/proposals.
* Ensured personal safety and the safety of others through a commitment to maintaining safety compliance, providing a safe work environment, and adherence to company safety policies and procedures.

# Education

**Bachelor of Business Management |** Bridgewater State University, Bridgewater, MA (expected 2020)

**Associate of Business in Business Administration |** Bristol Community College, Fall River, MA