

Max Lloyd Hall

2775 Oro Blanco Drive, Colorado Springs, CO 80917

Home: 719-597-3183, Mobile: 719-499-3103, E-mail: mlhcsm@q.com

SUMMARY:

A dynamic, innovative, impressive management professional with over 20 years of effective, tactful client relations, contractor and field staff supervision, and project fulfillment within custom residential and commercial building sectors.

AREAS OF EXPERTISE

- Project manager
- Development of policies and procedures
- Contract negotiation
- Database administrator
- Cost-reduction strategies
- Regimented critical issue tracking
- Problem solver
- Excellent communication skills
- Trusted advisor to clients
- Tactful and diplomatic interface with clients
- Organization, scheduling, implementation,
- Works well under pressure

COMPUTER SKILLS Proficient daily use of **Microsoft Windows NT, XP, and 7 Operating Systems**, and application programs to include; **ACT, Master Builder, MS Office 97-2007 applications; Word, Excel, PowerPoint, Outlook, Access.**

CAREER HISTORY

RESERVE INSURANCE AGENT

10/09 - 04/10

Farmers Insurance Group, Colorado Springs, CO

- Earned professional licenses to sell Property, Casualty, Life and Health insurance

CUSTOMER SERVICE AND WARRANTY MANAGER

03/01 – 08/09

Saddletree and Symphony Homes, Colorado Springs, CO

- Created and directed the Customer Care Departments for two companies constructing 80 +/- custom homes per year with revenues approaching \$50,000,000.00
- Created, implemented, and monitored several highly effective and comprehensive systems that facilitated my department's interface with clients, sales, field staff, contractors and suppliers
- Reduced in-process warranty claims and customer complaints by more than 85% within the first year
- Reduced company out of pocket expenditures by at least 50% during the first year

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CONTRACT LABOR FOREMAN

Champion Painting and Maintenance, Corp. Colorado Springs, CO **7/99 - 12/00**

- Became a well respected liaison between trade partners, upper management, and clients
- Reduced the loss of existing accounts by 50% during my first 6 months

OWNER, PAINT CONTRACTING BUSINESS

Maximillians Painting Co. - Colorado Springs, CO **06/97 - 07/99**

- Negotiated and completed numerous new custom home paint contracts

REALTOR, BROKER ASSOCIATE

12/95 - 06/97

Century 21 Academy Realty - Colorado Springs, CO

- Named top listing and selling agent 3rd quarter, 1996

OWNER, PAINT CONTRACTING BUSINESS

09/89 - 12/95

M & M Painting Co. - Colorado Springs, CO

- Creatively marketed my companies services and obtained numerous residential and commercial repaint contracts
- Won and completed contracts through the city of Colorado Springs that included painting the interior of the Manitou Springs hydro-electric power plant.
- Won and held numerous contracts through property management firms to regularly paint apartment units including; Northridge, Berkshire, and Castle West apartment complexes.

Education/Professional Licenses

Certificate, Insurance and Securities Schools of Colorado; 11/2009 Property, Casualty, Life, Accident and Health Insurance

Colorado Resident Producer, Property and Casualty Insurance License #345522,.

Colorado Resident Producer, Accident Health and Life Insurance License #345522,

Customer Service and Time Management Training: Completed numerous courses and seminars including; Handling Difficult and demanding Customers, "How to Motivate, Manage and Lead a Team" and "Strengthening People Skills in the Workplace".

Diploma Thomas B. Doherty High School, GED University of Maryland