

# Ms. Nha (Mi) Le

Orlando, FL

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**OBJECTIVE:** Sales / Operational / Financial position.

**EDUCATION:** UNIVERSITY OF CENTRAL FLORIDA – Bachelor of Science in Accounting – December 2009

Member of Beta Alpha Psi (BAP) - Accounting honor fraternity and

National Association of Black Accountants (NABA) – Accounting honor fraternity for minority

**LANGUAGES:** Bi-lingual English and Vietnamese

## VOLUNTEERISM:

Children's Miracle Network; Children's Home Society; Ronald McDonald House; Salvation Army; Give Kids the World; Jewish Community Center; Locks of Love; Wounded Warrior Project; Feeding Children Everywhere...

## EMPLOYMENT:

### TRAVEL MEDIA GROUP

Orlando, FL

Account Manager/Digital Marketing Consultant, March 2019 to Present.

**Employer:** Travel Media Group (TMG) helps hotels optimize revenue, increase market share, occupancy, direct bookings, and average daily rate (ADR). TMG assists clients to gain visibility with social media and website traffic, promote positive reviews, and prevent negative reviews.

**Responsibilities:** Cold call 40 - 80 hotel decision makers daily in three-state territory. Understand their unique needs and offer solutions to help them achieve their visions of success, including continuous revenue and occupancy growth. Demonstrate products via <https://www.gotomeeting.com>, overcome objections, and close sales. Conduct account overviews with current clients, assess their satisfaction, resolve issues, identify and close add-on sales, and obtain referred leads. Manage AR, collect outstanding balances, and enroll clients in Auto Pay.

**Accomplishments:** Led 10-member sales team in production, June 2019

### REAL PAYDAY LOAN HELP – PROGRESSIVE LOAN ASSISTANCE

Orlando, FL

Certified Debt Consultant/Counselor, January 2018 to March 2019.

**Employer:** Real Payday Loan Help assists clients to manage, reduce their unsecured debts and take charge of their financial situations, including payday loans, credit cards, medical bills, and old collection accounts.

**Responsibilities:** Consult with ~100 prospects per day by phone, asses their debt situations, qualify them, and present solutions to help them get out of debt in 12 months or less. Engage with returning clients to help resolve their new debts. Assist other Counselors and Account Managers answer their overflow calls. Distribute leads to other Counselors, and audit Counselors' calls to make sure they are properly dispositioned; block bad numbers. Communicate with vendors to obtain reimbursement for bad leads. Manage two Pipedrive accounts and five email accounts. Run and analyze reports to improve performance.

**Accomplishments:** Saved company +\$500 weekly on bad leads. Became one of the top-producing Counselors.

**ARNOLD PALMER GOLF MANAGEMENT – WALT DISNEY WORLD GOLF**  
Sales and Golf Operations Associate, January 2016 to October 2017.

Orlando, FL

**Employer:** Arnold Palmer Golf Management operates Walt Disney World® Golf courses in the true spirit of Arnold Palmer with pride, consideration, and honor. The Arnold Palmer Golf Management team works diligently to create “magical” golf experiences for every member and guest. Disney golf courses are the busiest courses in Central Florida. In the busy season, Disney Courses can have up to 400 rounds per day at each course.

**Responsibilities:** Open and close pro shop and manage daily operations on the course and in the shop. Manage guests’ pace of play to ensure they complete their rounds in 4½ hours or less. Assist guests in person, over the phone, and by email. Book and make changes to tee times, research rates, track daily weather to inform guests, team members, our call center, and other courses whether we suspend or resume play. Represent Arnold Palmer and Disney by providing a fun, exciting, show-ready environment for our guests and team members. Sell merchandise is also a big part of my responsibility. Help train new hires in pro shop.

**Accomplishments:** Within six months of employment, won Callaway Golf Top Sales Award and was named Customer Service Super Star of the month at Lake Buena Vista course. Invited to Arnold Palmer Invitational Tournament 2016 and 2017. Converted majority of shoppers to paying players.

**FLOURNOY PROPERTIES**

Melbourne, FL

**Customer Relations Specialist/Contract,** May 2015 to December 2015.

**Employer:** Flournoy Properties is Georgia-based firm that develops, builds, manages multi-family real estate.

**Responsibilities:** Build good business relationship with over 400 residents, prospects, and vendors. Serve as first responder to residents’ concerns, suggestions, complaints and management roles during position vacancies.

**Accomplishments:** With Managers, Leasing Consultants, and Maintenance associates, achieved +95% annual occupancy. Earned performance bonus for accomplishments and received permanent job offer.

**ROBERT HALF AND SELF-EMPLOYMENT**

Melbourne, FL

**Accounting Contractor,** June 2013 to May 2015.

**Employers:** Variety accounting and financial firms. Worked a mixture of positions with a staffing company while recovering from a bad car accident. I was rear ended at red light & sandwiched between a car and a van.

**Responsibilities:** Audit Ocala and Miami Dade County HUD loans. Manage AP and AR functions, support the cash management department, interact with vendors and banks on invoice questions, and resolve disputes for members and clients. Research accounts to find beneficiaries to claim escheatment funds left in members’ accounts. Research foreclosed homes in Brevard County that qualify for sale, create online portfolio with pictures, estimate prices, and manage buyers’ inspections.

**Accomplishments:** Offered full time employment after contract ended.

**HERTZ CORPORATION**

Orlando, Melbourne, and Cape Canaveral, FL

**Manager Associate/Brand Manager**, October 2010 to June 2013.

**Employer:** The Hertz Corporation is the largest U.S. car rental company. Hertz has 9,700 corporate and franchise rental locations in 150 countries throughout North America, Europe, Latin America, Africa, Asia, Australia, The Caribbean, the Middle East, and New Zealand.

**Responsibilities:** Downtown Orlando is one of the busiest HLE locations. Manage major accounts: Downtown Sheraton, Sheltair Air, Showalter, Amtrak Train Station, Grand Bohemian, Mazda, Honda, Nissan, Toyota dealerships, Florida Bar Association, hotels, body shops and restaurants in downtown. Interact and assist customers in person and over the phone and sell rental insurance. Oversee fleet management and maintenance. Manage five team members in the details of their work. Manage key accounts in Melbourne, Cape Canaveral: BMW, Mercedes-Benz, Ford, Fiat, Chrysler, and Dodge. Build trust and relationships to drive repeat business.

**Accomplishments:** In first year of employment, earned Bronze Service Award and received promotion to Manager Associate through the Fast Track program. Served as Melbourne location's Brand Manager for over six months while Manager on maternity leave. Named Best of the Best top sales manager in North Florida for revenue growth and excellent customer service. Invited to Arnold Palmer Invitational 2012 and 2013 to represent Hertz. Promoted to Brand Manager.

**OLD NAVY**

Orlando and Viera, FL

**Lead Sales Associate/New-Hire Trainer**, Part-time August 2008 to March 2017.

**Employer:** Old Navy is a clothing and accessories retailer owned by American multinational corporation Gap Inc. Between Gap and Banana Republic, Old Navy brings most profit.

**Responsibilities:** Demonstrate and sell clothing and accessories. Provide outstanding customer service. Stock merchandise, prepares store for sales events, organize selling floor back-stock areas and train new associates.

**Accomplishments:** Consistently exceeded daily merchandise sales and Old Navy credit-card sales goals. Opened between four to ten credit cards on every shift. Frequently won monthly sales contests.

**RAVE SEMINARS**

Orlando, FL

**Assistant to CEO/Accounting Intern**, August 2008 to December 2009.

**Employer:** Rave Seminars specializes in programs that engage the minds, move the bodies and connect the hearts of people, through unique learning and discovery experiences.

**Responsibilities:** Help plan conventions and sales meetings for clients include: PwC, Lockheed, Target, and Monster.com, Leadership Diversity Program (LDP)... Book hotels, schedule meetings, choose music, programs for speakers, design brochures. Use QuickBooks to reconcile company bank accounts, verify employee expenses and submit AP requests for payment. Research and resolve payment disputes when needed.

**Accomplishments** Negotiated with vendors for better prices and terms for CEO and associates. Offered permanent position after internship concluded. Gained experience on event-support and design, program planning and scheduling, and vendor-sponsorship agreements.