

# Rafael Class II, MBA

## **Enrolled in the DBA Program at The University of the Southwest**

Daytona Beach, FL 32114

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(980)339-2341

Experienced change manager seeking to help provide a stellar customer experience & help transition your organization to the next level. I am experienced in managing teams of 15+ in several different industries, such as Automotive, Construction, Landscaping, and Grievance Consulting. Therefore, versatile in every aspect of the business, from hiring new staff, managing marketing initiatives, and closing quarterly goals beyond projections. I have a long history of facilitating strategic perspectives that evaluate organizational standings that developed successful corporate growth methods through versatility, by utilizing my exceptionally organized and resourceful professional experience of more than sixteen years' along with my solid academic background in human capital management and finance, which supports the foundation of my excellent analytical and problem-solving capabilities. The ability to handle multiple projects while producing high-quality work in a fast-paced, deadline-oriented environment is a skill I take pride in. Therefore, able to contribute to research within trends to provide strategic organizational development projection reports based on our economy.

Authorized to work in the US for any employer

## Work Experience

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### **Founder and CEO**

Gaja Consulting LLC. - Daytona Beach, FL

March 2021 to Present

#### Key Qualifications & Responsibilities

- Effectively managed team of over 30 employees in 3 locations in the United States.
- Oversaw executive leadership, company training, and public relations with the media.
- Developed intensive, ambitious business strategies, short-term goals, and long-term objectives.
- Spearheaded overhaul of various underperforming departments to reduce stagnation and increase growth and productivity.
- Fostered change in company culture to be more open, transparent, and accountable.

#### Key Achievements

- Increased revenue by over 250% in a 4-Months timespan.

### **Adjunct Professor**

Morris Brown College

January 2021 to Present

- Developed Syllabus for online courses
- Lecture according to the course syllabus.
- Develop and instruct classes using online software.
- Revised and Developed New Curriculum using online software.
- Utilized Google Teams to Facilitate, evaluate and advise students.

- Participates in departmental and college affairs.

### **Credit Restoration Specialist**

CreditAwareness.Life

August 2019 to Present

- Called clients for appointments and reviewed their reports
- Maintained Clients files to ensure that they stayed on track
- Created and emailed clients dispute letters to challenge negative information on accounts.
- Replied to emails and uploaded documents to client's file
- Updated Billing and personal information on the file
- Worked with clients to understand the services and continue with the lending process on the files.

### **Financial Manager**

Four Kings Auto Group

March 2019 to March 2021

- Managed the deal from the closing of the sale to the completion of the credit and paperwork process averaging 35-42 sleeves every month.
- Responsible for selling Finance and Insurance products using a menu sales technique.
- Evaluated automobile purchase and contract information and prepared the necessary documents to complete the transaction, ensuring it was compliant on local and federal levels.
- Developed and maintained relationships with local and regional lenders.
- Implemented a Sales and Finance training program that the sales staff used to increase their closing ratio and raise and support their front and back end profit.
- It took the dealership from an average of 430.00 per deal to consistently maintaining a standard of 1750.00 per sale, including traditional funding, BHPH, and "non-qualifying" cash deals.

### **Inmate Grievance Rep**

Fishkill Correctional Facility

May 2016 to March 2019

- Conducted internal investigations of allegations of misconduct by staff and Inmates.
- Monitored grievance process to ensure compliance with NYS DOCCS regulations.
- Investigated grievances, incidents, violations committed by inmates and staff.
- Served as a liaison to inmates and officers utilizing information, investigative findings, & intelligence.
- Collected and supervised the collection and preservation of evidence on a consistent level to preclude tampering and contamination.
- Secured & maintained evidence following policy & procedure
- Responded to written appeal that provided legal standings in committee proceedings.

### **Finance and Insurance Manager**

Cox Nissan

May 2013 to April 2016

Established close working relationships and gained the respect of various lenders to serve both prime and sub-prime financing.

- Educated customers on the value of extended warranty, gap coverage, life and accident insurance, and wheel protection, increasing back-end profit.
- Maximized financial reserves about financed vehicles, increasing company profit.

- Generated timely and precise documentation once the vehicle was delivered to expedite the funding process from lending institutions to dealer within a 3-4 days turnaround.
- Received numerous bonuses for performance.
- Recognized for dedicated work ethic and commitment to company.
- Generated consistently above average per retail sale.
- Worked closely as a team with the sales desk and sales managers to renegotiate and close the sale.

### **Director of Operations**

Touch of Class Construction

August 2009 to April 2013

- Managed an operations budget valued at \$400k. Reporting directly to the CEO
- Reviewed and prepared contracts, permits, drafts, cost estimates, and insurance
- Allocated project resources including subcontractors, suppliers & company labor
- Ensured projects were executed according to approved time, cost estimates, and quality
- Created and developed a comparison system of the company's subcontractors
- Fixed software related issues for critical documents across the company
- Formulated & implemented plans consistent with growth strategies for profit
- Supervised, coached, and monitored project team
- Initiated and maintained relationships with clients and subcontractors
- Executed the projects and services consistent with the quality and safety objectives
- Provided assistance to the Project team in technical and commercial aspects of the project
- Created & Presented proposals detailing estimates, scheduling, execution, subcontractor

### **Director of Operations**

Northeast Landscaping

August 2005 to August 2009

- Managed all aspects of high-volume Landscape Design, Sales and Maintenance
- Managed daily commercial and residential maintenance
- Briefed administrative staff on trends which assisted in sales/marketing
- Successfully facilitated staff training of quality installation and maintenance of projects
- Provided best-in-class service and support for clientele
- Managed all production, purchasing, and maintenance of landscape equipment
- Ensured complete compliance of M.A. Department of Agriculture and USDOT regulations

## Education

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### **D.B.A. in Organizational Leadership and Development**

University of the Southwest - Hobbs, NM

January 2021 to Present

### **M.B.A. in Financial Management**

University of the Southwest - Hobbs, NM

September 2019 to December 2020

### **B.S. in Organizational Management**

Nyack College

June 2016 to December 2018

## Skills

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- Experienced team leader
- Ability to initiate cross-functional teams in multi-disciplinary projects.
- Critical thinker with sharp decision-making skills
- The result-driven capability that achieves the target within the given time
- Can operate under an efficient amount of pressure.
- Sound expertise in sales
- Persuasive ability to demonstrate, promote, and sell
- Strong networking skills
- Negotiating skills
- Persuasive Negotiation- B2B and B2C
- Articulating- Plans
- Goals
- Expectations
- Multilingual- English
- Spanish
- Portuguese
- Strong Presentation Skills- Adobe
- Microsoft Suites
- Google Suites
- Keynote
- Viseme
- Zoom
- Academic Advising
- Curriculum Development
- Change Management
- Higher Education Teaching
- Program Management
- Human Capital Management
- Proposal Writing
- Research
- Management
- Insurance Sales
- Training & Development
- Writing Skills
- Project Management
- Budgeting
- CRM Software
- Intelligence Experience

- Business Development
- Financial Management
- Salesforce
- Operations Management
- Recruiting
- Strategic Planning
- Office Management
- Branding
- Database Administration
- Oracle
- Pricing
- Fundraising
- Quality Assurance
- SAP
- Analytics
- Program Development
- Apple Pages
- Financial Report Writing
- Apple Numbers
- Six Sigma
- Lean Six Sigma
- Minitab
- Senior Leadership
- Product Development

## Languages

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- Spanish - Fluent
- English - Expert
- Portuguese - Intermediate

## Links

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<http://GajaConsulting.org>

## Certifications and Licenses

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### **Certified F&I Manager**

June 2019 to Present

### **Certified Credit Restoration Specialist**

August 2020 to Present

### **Certified Tax Preparer**

October 2015 to Present

### **Lean Six Sigma Black Belt**

June 2021 to Present

### **Lean Six Sigma Application in IT**

June 2021 to Present

### **Lean Management**

June 2021 to Present

### **Lean Six Sigma in Healthcare**

June 2021 to Present

### **Minitab Training**

June 2021 to Present

### **CTFL Training**

June 2021 to Present

### **Certified Life Coach**

June 2021 to Present

### **Certified Money Broker**

June 2021 to Present

## Assessments

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### **Management & leadership skills: Impact & influence — Proficient**

August 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **Sales skills — Proficient**

January 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Management & leadership skills: Planning & execution — Highly Proficient**

September 2020

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

### **Attention to detail — Proficient**

January 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Proficient](#)

### **Customer focus & orientation — Highly Proficient**

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Recruiting — Proficient**

June 2019

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

### **Real estate — Highly Proficient**

February 2020

Matching listings with specifications

Full results: [Highly Proficient](#)

### **Work style: Reliability — Proficient**

May 2020

Tendency to be dependable and come to work

Full results: [Proficient](#)

### **Management fit — Highly Proficient**

August 2020

Measures the traits that are important for success in management positions

Full results: [Highly Proficient](#)

### **Office manager — Proficient**

March 2020

Scheduling and budgeting

Full results: [Proficient](#)

### **Front desk agent (hotel) — Highly Proficient**

July 2020

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Highly Proficient](#)

### **General manager (hospitality) — Highly Proficient**

May 2021

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Highly Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Proficient**

May 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

### **Management & leadership skills: Planning & execution — Highly Proficient**

September 2020

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Proficient**

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Motivating others to achieve objectives and identifying improvements or corrective actions

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### **Sales skills — Proficient**

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Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.