

**K. MARK BURNS**  
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## EXPERIENCE

Metro PCS – Atlanta Ga. July 2014 – Present

Designed & Maintain CRM Inventory Tracking System.

- Using cloud based software to network 9 metro PCS locations in “Real Time”.
- System can track sales of all phones to prevent employee theft.
- Maintain and monitor each stores profit /loss statements via Metro Corporate Hub
- Phones are shipped and tracked to Macon and Albany Ga. via their Atlanta home office.

DR. Charles Fatloss Factor –Web Based August 2010 - April 2014

*Call Center Mgr.*

- Ran Overseas Inbound/Outbound call center
- Handled all tech support issues via “live chat” or “direct control” of customer’s system
- Trained agents in company polices and the upsell of product accessories
- Maintained C.R.M.(a widely implemented model for managing a company’s interactions with customers, clients, and sales prospects)

L.B. & Associates -Atlanta, Ga. April 2002 –Present

*Self- employed*

- Network and market to grow business clientele
- Set-up company databases
- Worked with database to convert text and mapping accounts
- Helped company achieved a revenue increase of 23% -35% per portfolio purchased
- Set up suit worthy accounts for trial
- Trained some new employees
- Ran daily reports and issued payroll and bonus checks

Post Graduate Center for Mental Health N.Y.C. July 1993 – December 1994

*Residential Counselor*

- Administered Daily medications
- Ran N.A. , A.A. and Duel Diagnosis Groups
- Assisted client to identify and overcome fears, that hinder them from growing
- Shared my story of hope and growth to show clients that recovery is possible with effort
- Taught “Daily Living Skills”, Cooking, cleaning, shopping and money management
- Assisted “Able Clients” in transitioning to independent living while maintaining ties to the program and the client's support network

**EDUCATION:** Brooklyn College Atlanta Ga.  
Associates Degree, Major: Business Administration and Computer Science 1982 – 1984

**CPS: CERTIFIED AS OF: 1/2016**

**TECHNICAL SKILLS:** Web Design, Computer repair, Word, Excel, Outlook.