

Cyle Rickner

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Business Administration | Southern New Hampshire University

Professional Experience

Business Account Manager

ADT Security Services – Lakeland, FL

January 2024 – Present

- Develop and maintain client partnerships through proactive communication and exceptional customer service generating over \$400,000 in revenue annually
- Secured position as ADT's top sales performer in the nation for Nov. 2024 and consistently rank as a top 3 performer of Central Florida branch.
- Design and quote security solutions to integrate advanced smart systems for small business and residential clients
- Effectively communicate and act as liaison between customers and technical support to ensure proper installation and customer satisfaction post-sale
- Manage and maintain all small business accounts for the largest territory within local branch
- Utilize local networking groups and customer referrals to boost lead generation and self-generated sales

Sales Representative

LensCrafters Luxottica – Lakeland, FL

July 2023 – January 2024

- Consistently exceeded sales goals to maintain position as a top 3 performer monthly and quarterly, averaging \$45,000 in monthly revenue.
- Mastered eyewear technology and trends to drive sales
- Ensured transactional accuracies with daily management of cash drawer

Senior Recruiter

AmeriCrew – Miami, FL

December 2021 – June 2023

- Improved recruitment operations by streamlining existing processes into a simple 4-step process, boosting recruitment rates by 80%
- Consistently exceeded weekly throughput goals, placing an average of 8 candidates per week
- Formed valuable relationships with hiring managers and candidates, aligning suitable talent with organizational goals

- Crafted compelling, precision-targeted job descriptions and postings, attracting elite candidates and expanding AmeriCrew's talent pipeline

Retail Sales Representative

XFINITY Store by Comcast – Cape Coral, FL

February 2021 – October 2021

Automotive Technician

Jaguar Land Rover North America

November 2019 – October 2020

Military Service

Private First Class South Korea

United States Army

January 2018 – November 2019

- Excelled in high-stakes maintenance of diesel engines and automotive systems, ensuring mission-critical readiness under pressure.
- Earned prestigious accolades for discipline, teamwork, and technical prowess, including the Korean Defense Service Medal, Army Achievement Medal, Overseas Service Ribbon, and Certificate of Achievement.

Memberships & Volunteering

Business Networking International

March 2024 - Present

Citrus Center Kiwanis

April 2024 -Present

Lakeland Chamber of Commerce

May 2024 – Present

Additional Skills

Microsoft365 certified

Skilled in JavaScript, technical analysis of schematics, and network infrastructure design

CRM Platforms: Salesforce, ZoHo, HireBridge