

Ken Adair

2679 Westend Road
West Palm Beach, FL 33406

Home Phone: 561-433-3884
Cell Phone: 561-313-7538
E-mail: kadair@bellsouth.net

To Whom It May Concern:

I am interested in obtaining a position, within your organization, that can utilize the customer service skills that I have acquired via my work history.

My last position was that of a Chapel Manager and Funeral Director-In-Charge for a local funeral home.

My responsibilities currently include the following:

- Ensuring that our facility is compliance with all Local, State and Federal guidelines.
- Directly supervise a staff of 11, which includes interviewing, hiring, and training.
- Work with fiscal budgets and ensure that the operation of the funeral home stays within the financial guidelines established.
- Promote our organization to the community in the hopes increase the number of families that use our services.
- Meet with families, make funeral arrangements, up selling products and services in an effort to increase revenue averages.

Thank you for your time and in reviewing my resume.

Sincerely,

Ken Adair
Home: 561-433-3884
Cell: 561-313-7538
E-mail: kadair@bellsouth.net

Ken Adair

2679 Westend Road
West Palm Beach, FL 33406

Home Phone: 561-433-3884
Cell Phone: 561-313-7538
E-mail: kadair@bellsouth.net

Objective To obtain a position with an organization that will challenge me to perform to the best of my ability while providing me with the knowledge, resources, and encouragement to continue providing the company and their internal / external customers with the services and performance that they demand.

Work experience 2006 – 2010 Royal Palm Funeral Home West Palm Beach, FL
Chapel Manager / Funeral Director in Charge
Follow all of regulatory State and Federal Statutes that govern day-to-day funeral home operations. Directly responsible for interviewing, hiring, training and all other aspects of employee relations. Required to operate the facility within budgetary restraints. Also meet with families to arrange At-Need and Pre-Need arrangements. Involved with making removals and perform embalming operations. Strong communications skills and able to work under pressure. Very knowledgeable with computers.

2008 – 2008 Allied Barton Security Services West Palm Beach, FL
Security Officer

2005 – 2006 Forest Hills Funeral Home Palm City, FL
Licensed Funeral Director / Embalmer
Meet with families to arrange At-Need and Pre-Need arrangements. Involved with making removals and perform embalming operations. Assist the current chapel manager with additional responsibilities in their absence. Conduct the ordering of memorial goods and supplies. Strong knowledge of the Stewart's computer systems and Policies and Procedures, strong communications skills and able to work under pressure. Very knowledgeable with computers.

2001 – 2005 Palms West Funeral Home Royal Palm Beach, FL
Licensed Funeral Director / Embalmer
Meet with families to arrange At-Need and Pre-Need arrangements. Involved with making removals and performing a majority of the embalming operations. Licensed to operate the on-site crematory, responsible for OSHA compliance, ordering of all supplies and maintaining the prep room. Strong knowledge of the various forms required to complete the At-Need / Pre-Need arrangements. Strong computer skills.

2002 – 2002 T.D.K. of Florida, Inc. Fort Lauderdale, FL
PBX Technician
Working as a sub-contractor for various telecommunications companies. Responsible for Move / Adds / Changes on Nortel Meridian and Norstar key systems. Can trouble shoot cabling issues and install new cabling. Work with customers to ensure that the services of their respective Telco companies are in order with their needs.

2001 - 2001 Trien & Associates, Inc. Hollywood, FL
Technical Consultant
Worked as a traveling field service technician in order to verify that all telephone lines and equipment were working within the specified guidelines

Ken Adair

2679 Westend Road
West Palm Beach, FL 33406

Home Phone: 561-433-3884
Cell Phone: 561-313-7538
E-mail: kadair@bellsouth.net

established by the equipment manufacturer and suited for the customers needs. If not, I was tasked with repairing said lines and/or service. In addition, I placed telecom orders for customer, reviewed and monitored the placed order for correct billing information, and provided technical assistance in development of facilities and in training of staff members.

Education	2002 - 2004	Miami-Dade College	Miami, FL
		Associates of Science in Funeral Services	
	1991 - 1998	Palm Beach Comm. College	Lake Worth, FL
		Associates of Arts	
Military	Corporal, U.S. Marine, 1987 to 1991, Honorable Discharge, Persian Gulf War 1990 - 1991		
Languages	Fluent in Spanish		