

## MATTHEW JACQUES, III

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### LEADERSHIP ACHIEVEMENTS

Earned the 2022, 2023 & 2024

**Director of the Year Award** vs. 12  
Directors in Southwest Region.

**Earned 9 Service Quality Awards  
of Excellence from 2017 – 2024.**

Raised gross profit margin from  
-1.7% (inherited) to > 8% in 2022  
by renegotiating client contracts.

Utilized P&L management skills to  
drive six single and two double-digit  
gains in EBITDA from 2017-2024.

Client Retention Success Story:

Inherited 25% client retention rate;  
After leading client retention  
program we retained ~ 85%  
of clients at Hertz in 2017.

Employee Retention Results:

Inherited a 30% rate and raised that  
to > 80% at Hertz in 2020.

Chase Bank Rental Car Delivery  
Project, 250 vehicles, twice per year,  
\$130K in revenue, 18 projects, all  
completed on time, within budget,  
and with 100% client satisfaction.

Arizona Diamondbacks' Rental Car  
Delivery Project, 60 vehicles, once  
per year 2019 to present, \$69K in  
revenue, delivered on time, within  
budget, & client 100% satisfied.

**Ranked first vs. all regional peers  
in all director-level KPIs from  
2019-2024.** KPIs: EBITDA, safety,

reportable injuries, preventable  
accidents, sales revenue, retention,  
recruiting, staffing, customer  
satisfaction, office appearance, etc.

Inherited an average of eleven  
preventable accidents per month  
and 14 reportable injuries per year  
in 2014. Improved safety to two  
preventable accidents per month  
and two reportable injuries per  
year in 2024. **Saved employer >  
\$150K** in commercial insurance.

Inherited customer satisfaction  
survey score of 45% in 2014. Led  
team to increase CSS scores to >  
95% from 2018 – Present.

Earned the **2014 MVP Service  
Award** from Hertz, Phoenix AZ.

## AREA MANAGER ~ DISTRICT MANAGER ~ OPERATIONS DIRECTOR ~ SR. PROJECT MANAGER ~ FLEET MANAGER

**Dynamic, diligent, and charismatic Operations Leader with a BBA and 20 years of success leading operations including ten years of P&L management. Multiple-award-winning team leader at Director/Area Manager level as evidenced by many achievements (to left & below). Willing and able to do whatever it takes to realize monthly/annual goals. Adept in hiring, developing, and retaining top talent. Bilingual – Full Professional Fluency in Spanish & English S, R, W, & T. Cultivate an “all for one and one for all” workplace culture that embraces high-achievement, safety vigilance, teamwork, change, stretch goals, and excellence in customer service.**

### CORE LEADERSHIP STRENGTHS AND EXPERTISE

- ▶ Operations Leadership ▶ Building/Managing High-Performance Teams ▶ CRM
- ▶ Leadership and Management ▶ Project/Program Mgmt. ▶ Recruiting & Hiring
- ▶ Training & Coaching ▶ Solving Complex Problems ▶ Overseeing Compliance
- ▶ Enforcing SOP ▶ Leading Turnarounds ▶ Workplace Safety ▶ Accident Prevention
- ▶ Continuous Improvement ▶ Leveraging Modern Technology ▶ Tracking KPIs
- ▶ Interpersonal Relations ▶ Teamwork ▶ Cross-Functional Collaboration ▶ Sales
- ▶ Follow-Up ▶ Reversing Negative Performance Trends ▶ Corrective Action Plans

### PROFESSIONAL LEADERSHIP EXPERIENCE & RECOGNITION

Hertz Car Rental Inc., Phoenix, AZ

07/2014 – Present

**Operations Director** (08/2019 – Present)

- ▶ **Covered District Manager's vacations seamlessly for three consecutive years.**
- ▶ **Promoted for consistent improvement and excellence in all KPI categories.**
- ▶ **Received annual management performance reviews with cumulative rating of excellent/exceeds expectations since promotion in 2019.**

Report directly to VP of Operations, supervise six direct reports, all Managers and 350 indirect reports, control annual budget of \$4.0M, all daily operations of \$5.5M vehicle rental business, maintain high customer service levels, and own the annual P&L (since 2019). Execute on projects, programs, leadership training, and development, as well as continuous improvement initiatives. Retained entire team after Coronavirus Lockdowns.

**Operations Manager** (7/2014 – 07/2019)

Reported to Operations Director, supervised 259 direct reports including six Managers, controlled annual budget of \$2.0M, all daily operations, compliance, customer satisfaction, managed projects, continuous improvement initiatives, and managed the P&L. ▶ **Recognized for outstanding performance with cumulative scores of excellent/exceeds expectations on annual performance reviews from 2015-2018.**

**Operations Manager**, Exotic Rental Cars LLC, Phoenix, AZ

01/2004 – 07/2014

- ▶ **Recognized with the 2007 Above & Beyond Award by senior management.**
- ▶ **Received cumulative scores of excellent/exceeds expectations from 2008-2012.**

Reported directly to Operations Director, supervised one Asst. Manager and ten team members, managed rental vehicle operations of Phoenix airport location, focused on customer service, resolving customer issues, workplace safety, client retention, and improving fulfillment (client referral score). Trained, coached, and mentored in sales, marketing, and management by Operations Director during first 12 months on the job.

### EDUCATION, CERTIFICATIONS & TRAINING

**BBA, concentration - Operations Management**, University of Phoenix, Phoenix, AZ  
**Trainer, P&L Management Training**, Hertz Rental Cars, Phoenix, AZ 2019-Present  
**Trainer, Policies & Procedures Training**, Hertz Rental Cars, Phoenix, AZ 2021-Present  
**Trainer, Workplace Safety Training**, Hertz Rental Cars, Phoenix, AZ 2014-Present  
**Certificate, Autobody Damage Estimator Training**, Hertz University, Phoenix, AZ  
**Recruiting, Hiring, & Staffing Training**, Hertz University, Phoenix, AZ 2018  
**Sales & Operations Leadership Training**, Hertz University, Phoenix, AZ 2018 & 2022  
**Financial, Payroll & Budget Training**, Hertz University, Phoenix, AZ 2022 – Present  
**Cert. Bluebeam Project Mgmt. Training**, Bluebeam Software, Phoenix, AZ 2020  
**Supervisors' Performance Review Training**, Hertz University, Phoenix, AZ, 2019  
**Technical Skills:** MS Windows OS, Office 365, Project, Visio, SAP, Google Translate, Zoom, MS Teams, Salesforce CRM, Bluebeam, QuickBooks Pro, Power Excel User, etc.