

ALON HUNSUCKER

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PROFESSIONAL SUMMARY

High-impact leader with over 15 years of experience driving operational excellence, program analysis, and customer success across federal, logistics, and hospitality sectors. Proven track record in human resources management, workflow optimization, and maintaining service metrics of 97%+. Expert in risk mitigation, conflict resolution, and quality assurance programs that enhance client retention and organizational resilience.

CORE COMPETENCIES

- **Leadership & Administration:** HR Communication, Strategic Planning, Team Building, Account Management, and Office Management.
- **Technical Proficiency:** Salesforce CRM, Microsoft Excel (Advanced), Digital Marketing, and Software Troubleshooting.
- **Sales & Relationship Management:** Outside Sales, Event Coordination, Presentation Skills, and Stakeholder Engagement.
- **Analytical & Soft Skills:** Analytical Thinking, Advocacy, Empathy, and Strategic Problem Solving.

PROFESSIONAL EXPERIENCE

Tifton RV Park I-75 | Tifton, GA **Office Manager • HR Generalist** | April 2025 – Present

- Oversee daily administrative operations and human resources functions for a high-traffic hospitality site.
- Execute talent acquisition and staff development initiatives to maintain high service standards.
- Direct promotional marketing and community outreach events to increase park occupancy and resident engagement.
- Serve as the lead for conflict resolution and resident relations, ensuring long-term client satisfaction.

Small Business Administration (SBA) | Remote/Various **Disaster Recovery Specialist • Program Analyst**
| August 2020 – January 2026

- Led disaster recovery initiatives and program analysis to support federal recovery efforts and small business resilience.
- Navigated complex regulatory compliance and federal requirements while delivering high-impact services.
- Utilized Salesforce and data analytics to monitor program efficacy and optimize organizational workflows.
- Applied risk mitigation strategies to resolve high-pressure issues for diverse stakeholders.

Amazon | Various **Production Supervisor • Team Lead** | August 2016 – April 2020

- Managed and mentored large-scale teams of 60+ personnel in a high-volume logistics and supply chain environment.
- Optimized operational workflows and quality assurance (QA) protocols, increasing overall profitability.
- Consistently met Key Performance Indicators (KPIs) and elite service metrics exceeding 97%.
- Facilitated HR communications and internal training programs to improve team performance and retention.

EDUCATION

Southern New Hampshire University | Manchester, NH **Bachelor of Arts in Psychology** | Expected Graduation: November 2027

- **GPA: 3.8**

Arizona State University | Tempe, AZ **TESOL Certificate** | May 2025 – August 2025

- **GPA: 4.0**

ADDITIONAL SKILLS

- **Platforms:** Salesforce, Microsoft Office Suite, Digital Marketing Tools.
- **Certifications:** TESOL (Teaching English to Speakers of Other Languages).

REFERENCES Available upon request.