

Glenn Allen Kapsch
Resume Updated

(305) 295-0495 / calmseaskw@gmail.com / 409 Frances St Key West, Florida 33040

Highly motivated individual with 30 years of experience in managing, training, support of staff Members and customer service.

Adept at multitasking to achieve individual and team goals, with proven success in demonstrating presentation skills with all levels of the organization.

Business machines/ Other Equipment I can operate:

- . Micro soft office
- . Citizens P & C software
- . Bank accounting software
- . Fax machines
- . Copiers
- . Scanners

Work Experience

. Gooding's Supermarkets Daytona Beach Florida. Worked with upper management to open one of the first food stores to have a full service floral department. From 1982-1986 this was proven a successful and profitable and was implemented in all other stores Gooding's opened in the Orlando area. I managed that department until the closing of that location. I was asked to take over a new store in the Orlando area, but I had just purchased our first home and the commute would have been over one hour each way.

. Flamingo Florist and Gift Inc. Daytona Beach Florida. I opened this shop in 1986 and sold the shop in 2003 to relocate with my partner of 34 years to Key West Florida. In the 17 years I owned the shop I had 18 full time staff members and 4 part time staff members. This shop was rated in the top 100 shops for 14 years, and voted by the people in the Halifax area as best florist for 15 years straight. Such accounts were Mr. and Mrs. France II owners of Nascar, Hyatt and Cici Brown owners of Brown and Brown Insurance top 50 companies in the USA, and the list goes on.

. Key West Bank 2003-2008. Phil Hogue President of the Bank hired me as a teller, I was moved within 8 months to the mortgage department, trained and schooled to be a loan processor. I handled disbursements of all taxes and insurance on the 273 loans the bank held in house. I did reports monthly for the board of directors on the standing of those in house loans. When the economy began to fail, I set policy and procedure on the handling of foreclosures that was adapted by the bank. Due to the poor economy and the lack of new loans coming in I was moved back to the main branch and was being trained to be the assistant Branch Manager. I was put in charge of balancing the vault, I continued my reports to the board. When the bank hit its 12th foreclosure, my final report was given to the board stating if the quarterly dividend checks the board was taking the bank would fail in 24 months. With the insight I had I decided it was in my best interest to leave the bank. Unfortunately the bank did fail in 18 months; many of the board members remain to this day friends of mine.

. Key West Insurance Inc. 2008-2016. I was hired in there to rewrite 3200 wind policies held by the agency over a 1 year period into Citizens Property Insurance new system. Once that task was done not

missing 1 policy I was asked to stay on. I secured my CRS License and began writing new business and servicing existing business. After my 3rd year I was made Personal Lines Manager put in full charge of training new staff members, setting up office policy and procedures and overseeing the staff protecting the Agency from any E& O claims.

I went on studying and passed the Florida State Board and was granted my Agents license. I was a trusted member of that Agency and was set to become the Agency Manager in December of 2016. My partner of 34 years developed brain cancer we found that out in October of 2015.

Despite all of our efforts and his hard work to beat this diagnosis he lost his battle on June 06, 2016.

Upon returning 10 days later the President of the Agency Darlene Cullen came to me with a very distasteful comment about the date of Jeffries death. I sought medical attention and was put on short term disability. I then informed the Agency I would not be returning to work as the comment made was very hurtful and I did not feel I would ever overcome her statement. My exit date was November 30, 2016.

. Trinity Technology Group, This Company takes care of the employments of TSO for TSA at Key West Airport. I have just completed an extensive 2 ½ month FBI back ground check and will start working as a TSO on Monday February 27, 2017.

Community and Civic Services

Past President 3 terms of the Volusia County Florist Association.

Past President of the Daytona Beach Executive Club .

Board Member of the Holly Hill Chamber of Commerce 8 years .

Work with AIDS Help in fund raising when needed .

I currently hold a set on the Tree Commission in Key West Florida and I'm seeking to be re-appointed.

I proudly love serving our community in any way possible.

If you need anything further from me or have any questions, kindly feel free to ask them.

Glenn A. Kapsch

--

Glenn A. Kapsch

How Beautiful A Day Can Be, When Kindness Touches It. Thanks for making a more beautiful day! Thank you for a kind word or a generous act,...

or just BEING an example of how to make a better world. "

Making a better world, one interaction at a time."