

James Morrison

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Professional Summary

Accomplished Operations and Relationship Management professional with a proven track record of driving multi-unit revenue growth, maximizing department efficiencies, and managing high-stakes corporate partnerships. Expert at autonomous decision-making, executive-level negotiations, and coaching high-performing teams to achieve collective organizational goals.

Core Competencies

- **Leadership & Operations:** Multi-unit operations, P&L management, strategic planning, team building, performance coaching.
 - **Relationship Management:** Executive-level communication, contract negotiation, stakeholder engagement, dispute resolution.
 - **Platforms & Tech:** Salesforce, Facets Healthcare Software, Google Workspace, Microsoft Office Suite (Excel, Word, PowerPoint).
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Professional Experience

Fidelis Care | Broker Program Coordinator (Broker Relations Manager) | March 2018 – Present

- Serve as the primary, autonomous liaison for high-level broker partnerships, managing strategic relations and program execution independently.
- Interface directly with external company executives, legal executors, and principal stakeholders to resolve sensitive, high-impact accounts.
- Utilize Salesforce and Facets to track regional broker performance, manage enrollment pipelines, and ensure strict regulatory compliance.
- Drive retention and growth by delivering tailored training programs, resolving complex commission structures, and optimizing department efficiencies.

Retention Representative | January 2017 – March 2018

- Managed proactive customer outreach campaigns to improve member retention, defuse escalations, and reinforce brand value.
- Identified root causes of member turnover and collaborated with cross-functional teams to streamline service delivery.

MyTown Realty | Syracuse, NY Licensed Real Estate Agent | September 2015 – Present

- Advise clients through complex residential real estate transactions, acting as a trusted fiduciary from initial consultation to final closing.
- Generate new business pipelines via targeted marketing, intentional lead cultivation, and local networking.
- Conduct comprehensive comparative market analyses (CMAs) to establish competitive pricing and protect client financial interests.
- Draft, review, and negotiate legally binding purchase offers, ensuring seamless coordination with attorneys, inspectors, and lenders.

Monro, Inc. | Syracuse, NY District Manager | June 2012 – September 2015

- Provided operational oversight and strategic leadership for a multi-unit retail district, driving regional revenue growth and profitability.
 - Maintained full P&L accountability, managed labor budgeting, minimized operational shrink, and audited inventory controls across all locations.
 - Recruited, mentored, and developed store managers, fostering a high-performance culture focused on customer retention.
 - Enforced corporate standard operating procedures (SOPs), safety compliance, and executed targeted regional sales initiatives.
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EDUCATION

Hudson Valley Community College, Troy, NY

Associate in Business Administration

Troy High School, Troy, NY

High School Diploma