

Alan J. Rosenthal

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Experienced Business Professional & Active Community Participant High Level of Customer Service, People & Problem-Solving Skills

Intent

I would like a career position, working in a productive and stimulating ministry environment where I can use my gifts, including customer service, management, and problem-solving skills to build an organization and serve the Lord and varied stakeholders, as well as continue my own personal growth and financial well-being.

My 4 decades of hands-on business and professional experience, including a depth of community involvement and leadership give me a solid background to learn and exercise new skills in a growing organization.

Summary

I come from a family of retail store owners that began in central New Jersey in the 1920's. My grandparents emigrated from Russian and Poland to Brooklyn, and then to South River, New Jersey where they opened a Main Street department store, Harry's. Their children opened two more stores in neighboring towns. These stores became premier destination women and children clothing stores. I worked in every aspect of the business from serving customers, buying in the Garment District of NYC, receiving goods, pricing and stocking, selling and fitting, cashier and wrapping, register and credit card reconciliations, scheduling personnel, sweeping, replacing fluorescent lights in the ceilings, fixing whatever needed fixing, and making deliveries.

Since 1980, I have founded and operated my own service businesses in the fields of investigative and attorney services and transportation related services, which included courier, trucking, airport, and pier freight. I have been involved in these fields for almost 40 years. For nearly a decade, I operated a textbook sales company on the higher education level, serving 100 colleges and universities in 9 states, interfacing with nearly 1000 faculty and administrators. All of these were customer facing functions that included the direct acquisition of new customers, providing services directly to and for those customers, and retention of customers.

Because of my look people in the eyes, acknowledging, welcoming, and professional demeanor, it is very common for people in any store, regardless of my lack of store colors, to ask me for assistance as the store manager. And yes, sometimes I just answer their questions if I know where the item is located.

Currently, I am a real estate Broker in Charge with Rosenthal Mountain Properties, licensed in North and South Carolina. My best client is one that enjoys a high level of service and depends on me to take care of the myriad of processes, so they don't have to worry about it. I call that an opportunity to shine. I enjoy complex deals that require higher levels of real estate law and ethical considerations. I coordinate a team of no less than 25 people and professionals on every transaction.

I sit on the Public Policy Committee for the Henderson County Chamber of Commerce. I also sit on the Diversity Committee for the NC Association of Realtors and hold an At Home with Diversity (AHWD) designation from the National Association of Realtors. I will be teaching the AHWD curriculum in 2019.

I have a commitment to the environment and sustainability and hold a Building Green Real Estate (BGRE) designation. I am a founder of Henderson County's Energy Leadership for Tomorrow. I am active in environmental organizations including Creation Care Alliance, Conserving Carolina, Green Built Alliance, and MountainTrue.

I have and share a depth of small business start-up experience and consulting and am very active in the community. My community and professional involvement can be found at: <http://bit.ly/AlanInvolvement>

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Education

Michigan State University: Pre-Veterinary Program
Rutgers University: Business
Bucks County Community College: Social Work and Counseling
McDowell Technical Community College: Business (GPA: 4.0)
Cumbie & Trull School of Real Estate: Real Estate Broker, Broker In Charge
Montreat College: Business (GPA: 3.95) Distinguished Scholar List All Semesters
Hillsdale College: Public Policy from a Constitutional Viewpoint Certificate
Dallas Theological Seminary-Ongoing, Bible Study as an Educator, Luther, & Jonah & Ruth Certificates
Blue Ridge Community College: Graduate, Henderson County Vision Program
National Association of REALTORS: Diversity Certification, Green Real Estate Certification
United Way of Henderson County: Graduate, Rising Leaders Program
Asheville Police Department: Citizen Police Academy
Buncombe County Sheriff's Department: Citizen Police Academy
American College of Surgeons: Bleeding Control Basic Course
Buncombe County Schools: Effective Substitute Teacher Training Certificate
Additional Professional Development - Investigative: <http://bit.ly/AlanProfessionalDevelopment>
Additional Professional Development - Counseling: <http://bit.ly/AlanCounselingEducation>

Academic papers on Servant Leadership, Personal Leadership Development, Ethical Leadership, and Cross-Cultural Leadership are available upon request.

Professional

1978-1980	USDA-Soil Conservation Service. Managed fleet and office support for 22 state offices.
1980-1982	Legal courier and investigator. Full court house and attorney services
1982-Current	Full-service messenger service across multiple and diverse industries and professions Multi-discipline Investigative services Nationwide process service and public records research Procured and oversight of hundreds of service providers throughout U.S. and Canada Later years: Investigative consulting, writing, volunteering, other endeavors
2002-2011	Created a sales territory in higher education media in 9 Mid-Atlantic and Southern states
2008-2015	Founded and ran local social and business networking groups
2014-Current	NC & SC Real Estate Broker in Charge serving Charlotte to Western NC, Greenville area.
2018-Current	Buncombe County Substitute Teacher Civics, Math, Social Studies, Literature, Agriculture

Additional Professional Related Information: <http://bit.ly/AlanExperience>

Leading and Teaching

In business, ministry, and other social engagements, I have had the pleasure of the opportunity to speak, lead discussions, and teach in various capacities. One recent opportunity was for Junior Achievement at Avery Creek Elementary School. As a ministry leader, I have prepared lessons and guided small group discussions. As a 15-year resident of Western North Carolina, occasionally, I give tours of the local area.

As a Realtor, I developed and taught the Realtor Safety module at the Land of the Sky Association of Realtors in Asheville. Many of the local Realtors that are alive today were my students. I have trained many Realtors on topics including negotiation, technology, real estate law, rules, and process. I am a Broker in Charge which is a state-licensed position responsible for the proper training and oversight of real estate brokers and staff. I teach clients on a myriad of topics.

To be a professional investigator is to be a leader and an educator. In this position, I trained other investigators, clients, and have made presentations to police departments and legislative bodies. One such teaching opportunity was with then Senator Joe Biden, of which I am proud to report that I was able to impact a law within the 1994 Drivers Privacy Protection Act, which added safety measures to the public and secured due process for victims, plaintiffs, and defendants. Other teaching opportunities include training presentations at investigator conferences, from both podium and dais. Informing the courts through testimony and deposition were also ways to teach others about the issues relevant to the cases I worked on.
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In the investigative arena, I have presented at the University of South Carolina – Upstate on Elder Victimization and on The Art of Surveillance; on Identity Theft and Facebook at Methodist University in Fayetteville, NC; on Investigative Techniques & Careers at UNC Asheville; and on Forming a Church Security Program at Christ Community Church in Montreat, NC. I frequently teach individuals and organizations about background checks from my article, The Background on Background checks, which is a chapter in my book, Safer Online Dating – A Comprehensive Guide from an Investigator's View.

As owner of a regional/nationwide courier and legal services firm, I trained hundreds of drivers, dispatchers, and logistics personnel.

As a Substitute Teacher, I never know who (or what type of personality) I am going to encounter. I often have 3 or 4 different classes in a day. Each class has about 25 children and a different set of instructions and expectations from their regular teacher. I have taught subjects that range from History to Chinese to Agriculture to English as a Second Language, among others. All these customer-facing activities are “on the fly”, learn it fast and help the students. All while maintaining discipline and adherence to teacher, school, and state rules. It is fun and satisfying to help inspire children to overcome obstacles and look for the possibilities that lay before them.

Additional Presentations: <http://bit.ly/AlanPresentations>

Personal Attributes

Comfortable in different environments	Active in social issues on a local level
Multicultural, diversity, and inclusion minded	Strong security awareness and mindset
At ease with children, caring, and an encourager	Widely integrated in the community
Ministry and faith oriented	Access to helpful community members
Strong writing and editing skills	Professional manner
Strong verbal communication skills	Persistence and Tenacity
High enjoyment of learning and reading	Determination
Curious, thoughtful, appreciate the world around me	Analytical
A teacher in my fields of business	Self-directed
Moral, ethical, and reputable character and model	Logical, critical thinker
Resourceful, conscientious, and open to spontaneity	Good conversationalist
Experienced small group leader	Welcoming style
Maintain composure in difficult scenarios	Reliable
Respectful of the myriad of stakeholders	Results-oriented
Interested in world social issues	Process-oriented
Compassionate and empathic	Innovative

Software, Apps & Social Media-Short List

Facebook	PowerPoint	Video editing
Twitter	Outlook	Internet security products
LinkedIn	WordPerfect	Website design
Meetup	Adobe Acrobat	Google Apps
Windows	Photoshop	Planning Center
Word	QuickBooks	Can learn others
Excel	Some MAC apps	

Additional Business & Life Skills

Research	Problem solving	Public speaking
Reading people	Organization	Legal knowledge
Marketing	Interpersonal interaction	Record keeping
Consultant-based sales	Interviewing	Collaboration
Networking & Connecting	Listening & Follow-up	Client relations
	Management	Counseling