

# NAME

xxxxx • City, ST Zip • (xxx) xxx-xxx • xxxx@xxx.com

**Results-focused leader specializing in driving operations growth, building solid teams, creating strategic initiatives, providing world-class customer services, and cultivating a strong company image eager to offer 12 years' experience toward maximizing a top employer's success.**

## PROFILE OF QUALIFICATIONS

- Integral leader who offers proven experience in large-scale business optimization, including designing, developing, and implementing forward-thinking programs, processes, and procedures to achieve continued key growth and productivity.
- Top performer who excels at analyzing operational needs, identifying lucrative growth opportunities, defining strategies for capturing new clientele and developing an existing consumer base, and attaining solid leveraging in competitive areas.
- Ambitious self-starter who plans, prioritizes, manages, and completes tasks within fast-paced, deadline-driven situations.
- Excellent communicator who interfaces between executives, public-sector officials, sales / business teams, and customers.

## KEY AREAS OF EXPERTISE

- |                                      |                                 |                                 |
|--------------------------------------|---------------------------------|---------------------------------|
| • Multi-Site Management              | • Start-Up Operations           | • Advertising / Promotions      |
| • Expense / Labor Control            | • Regulatory Compliance         | • Client / Business Relations   |
| • Data / Records Management          | • Staff Workflow Prioritization | • Strategic Analysis / Planning |
| • Team Building / Training Processes | • Project / Program Management  | • Finance / Accounting Support  |

## CAREER HIGHLIGHTS

- Spearheaded the implementation of a PeopleSoft database, including instructing teams on database flow, creation of reports, and capture of information in a consolidated manner.
- Interfaced with PeopleSoft corporate teams to address specific criteria necessary to improve company's use of software.
- Led consolidation of all division offices within the company across multi-state regions into one Central Processing Center, including assisting with set up and management of new communities—most recently, 13 within a South Carolina region.
- Delivered targeted feedback and cost-effective recommendations on all areas related to office operations (e.g. local municipalities, utilities, permitting), along with assisting in set up processes for database within the company's lending firm.

## PROFESSIONAL SYNOPSIS

### COMPANY., CITY, ST (XXXX – PRESENT)

#### **Office Operations Manager** (xxxx – Present)

- Strategically steer high-volume office operations of a Central Processing Center via forward-thinking implementation of the systems, policies, and procedures, including managing, directing, and / or delegating processes, tasks, and procedures related to permitting and closing of residential properties, as well as overseeing transactions and / or reports generation.
- Recruit, train, and manage top-performing office teams, including partnering with Human Resources to maintain personnel files, evaluate performance, facilitate productive employee relations, and handle required disciplinary actions.
- Lead resourceful communications between office staff and internal / external customers, construction teams, municipal authorities, and lenders while providing companywide support (e.g. CEO, CFO, sales, marketing, and construction teams).
- Achieve maximum expense control and productivity by cost-effectively monitoring office activities and staff labor levels.
- Direct and disseminate status of on-going assignments and / or projects to meet the goals and objectives of the company.

#### **Assistant Office Manager** (xxxx – xxxx)

- Applied strong leadership talents toward supporting a division office in customer service, clerical, and administrative areas, including ensuring all documents required by municipal authorities were processed within established timeframes to aid in permitting and closing of residential properties, as well as assisting with delegation of processes, tasks, and procedures.
- Maximized use of resources and met key goals by planning, coordinating, scheduling, and collecting essential documents.
- Provided advisement and updates to Office Manager regarding activities, tasks, and issues central to all office operations.

**PROFESSIONAL SYNOPSIS (CONTINUED)**COMPANY NAME (CONTINUED)**Customer Relations Manager** (xxxx – xxxx)

- Optimized administrative efficiency by directing the coordination and completion of necessary documentation for processing and receipt within pre-established guidelines to obtain building permits and facilitate closings for all homes.
- Interfaced among customers regarding permitting and closing status, along with serving as an integral point-of-contact between other departments (e.g. sales, construction, HBI Title, lenders) to ensure consistently seamless business processes.

COMPANY NAME, CITY, ST (XXXX – XXXX)**Retail Sales Associate**

- Utilized broad scope of retail industry knowledge toward cultivating a strong company image with high standards in quality, including building customer relations and creating an appealing environment via exciting merchandising displays.

COMPANY NAME, CITY, ST (XXXX – XXXX)**Customer Service / Marketing Director**

- Drove business growth by directing innovative advertising and promotional efforts for a general contractor, including processing incoming invoices, assisting with data / records management, and maintaining a streamlined office environment.

COMPANY NAME, CITY, ST (XXXX – XXXX)**Reservations / Front Desk**

- Met and / or exceeded objectives by providing prompt, attentive hospitality services within a fast-paced front desk operations, including taking various reservations, assigning guests to rooms, and delivering exemplary customer relations.

COMPANY NAME, CITY, ST (XXXX – XXXX)**Shipping / Accounting Support**

- Played a vital role in ensuring seamless operational processes within a large-scale shipping and accounting department, including evaluating and resolving problems, providing driver support, entering and invoicing orders, and issuing credits.

**EDUCATION & TECHNICAL SUMMARY****Human Services Studies**SCHOOL NAME (DATE)**Business Administration Studies**SCHOOL NAME (DATE)

Microsoft Office • PeopleSoft • Approach  
Timberline Accounting • SBT Accounting • FileMaker Pro