

BILL D. DOE

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Dynamic leader with track record of success in significantly improving operational and financial performance through strategic management, targeted action plans and innovative solutions

EXECUTIVE PROFILE

Offer 20+ years of multi-industry experience in driving full-scope operations spanning business/startup launches, human resources, sales, marketing, customer service, order fulfillment, administrative, and financial through production, logistics, procurement/vendor management, inventory control, and total quality management ~ Expertise in delivering continuous process improvements and custom solutions ~ Motivating, hands-on leader who excels in training, developing and coaching teams to maximize performance, morale and retention, with consistent emphasis on facilitating collaborative teamwork and promoting professional growth; have successfully managed as many as 100+ supervisory and frontline staff ~ Reputation for honesty and integrity; routinely placed in positions of trust ~ Technology savvy, with solid background in developing and implementing/integrating automated business systems; proficient in Windows OS and MS Office Suite (Word, PowerPoint, Excel, Access) along with Visual Basic

KEY ACHIEVEMENTS

123 Company

- ✓ Achieved \$900K in annual sales within first year of launching new Sales Promotional Items business; spanned market and product research, recruiting/staffing, standards, requirements, and development
- ✓ Generated \$149K increase in annual profit by evaluating and restructuring Lifetime Security standards and ROI based on employee activities and customer requirements; also designed and developed on-time inventory system, minimizing stock overages and loss while boosting annual profits an additional \$65K
- ✓ Saved \$130K in annual operating expenses by designing and implementing custom Access-based application to automate and replace paper-based sales process
- ✓ Generated additional \$95K reduction in annual Sales Department expenses through Access-based application automation of processes; concurrently eliminated defect-prone processes
- ✓ Reduced annual printing expenses \$154K by leading production team in standardizing processes

XYZ Corporation

- ✓ Collected \$75K in outstanding receivables within 90 days of implementing new collections program
- ✓ Reduced annual expenses \$100K by bringing out-sourced order entry process in-house
- ✓ Grew annual profits \$62K by implementing in-house Spanish and French call handling process

ABC, Inc.

- ✓ Increased annual profits \$250K by designing/launching company-wide automated reporting system
- ✓ Substantially improved team productivity and morale while simultaneously reducing defects by introducing monthly employee feedback sessions

Any Company

- ✓ Appointed Employee Excellence Committee Chairperson
- ✓ Saved \$45K annually by automating existing performance monitoring/reporting system
- ✓ Increased center-wide customer service performance indicators from 82% to 95% by developing and integrating call monitoring program focused on peer reviews and coaching sessions
- ✓ Launched performance evaluation program, successfully improving productivity and quality assurance; program was subsequently adopted company-wide

CAREER TRACK

PRESIDENT, 123 Company.-Anywhere, US 2002-Present

- Successfully steer operations of multiple divisions targeting key industries; includes Business and Personal Security along with both Industrial Cleaning Supplies and Promotional Items
- Coach, develop and direct team of 7 Supervisors across broad areas of operation spanning human resources, training, sales, and customer service through production, logistics, inventory control, quality control, and collections/financial
- Expertly define, develop and implement strategies and integrate with targeted action plans to boost performance through optimal management practices; routinely spearhead special projects focused on continuous improvements across productivity, turnaround times, quality, cost controls, and bottom-line P&L results
- Serving as Logistics Manager, forecast, plan, schedule, and order materials supporting 3 separate entities; have coached 3 purchasing agents in implementing and maintaining best practices as well as conducted root-cause analysis and developed/executed corrective actions to eliminate shortages
- Have successfully led multiple projects focused on automating processes, substantially improving efficiency, reducing costs and increasing profits

CUSTOMER SERVICE / OPERATIONS MANAGER, XYZ Corp-Anywhere, US 2000-2001

- Profitably managed multiple centers including order entry, customer service and collections for vitamin company; reported directly to President of Network Marketing
- Strategically developed and implemented new/standardized processes and programs significantly increasing cash flow, improving order servicing and driving profit growth
- Effectively trained, coached, mentored, and supported site leaders and frontline staff in areas ranging from exceeding customer expectations and resolving conflicts through managing time and maximizing productivity and efficiency
- Productively interfaced with key executive staff and collaborated with leadership and programming team members to achieve aggressive performance goals

PRODUCTION MANAGER, ABC, Inc-Anywhere, US 1998-2000

- Led team of 4 supervisors and 100+ frontline employees in managing major lockbox production environment operations; included training, coaching and supporting staff in production practices, processes and quality improvement principles
- Productively liaised and collaborated with site leadership team in driving continuous improvements and facilitating standardization and consistency of production reporting and employee evaluation; included steering leadership focus groups as well as working with outside vendors
- Developed, documented and delivered solutions-focused action plans to meet critical timelines

Prior background as Costing Coordinator and Customer Service Manager with XYZ; details on request

EDUCATION

Bachelor of Science-Business/IS, XXX University
GPA: 3.6 / 4.0 scale