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OFFICE MANAGEMENT

ADMINISTRATIVE | SALES | CUSTOMER SERVICE | FINANCE

Super-organized Office Manager with the ability to inspire teams, improve communications and streamline processes to attain goals.

High-energy Sales Professional who can “sell a skydiving package to someone with an extreme fear of heights.”

Dedicated Customer Service Specialist with history of success devising creative, responsive solutions to problems that deliver results.

Detail-oriented Event Planner and team player who exceeds customer expectations and thrives in fast-paced environments.

KEY SKILLS

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|-----------------------|----------------------|--------------------------------|
| ➤ Problem Solving | ➤ E-commerce | ➤ Benefits & Compensation |
| ➤ Client Relations | ➤ Merchandising | ➤ Training & Development |
| ➤ Needs Assessment | ➤ Project Management | ➤ Team Leadership & Motivation |
| ➤ Customer Service | ➤ Internet Marketing | ➤ Networking |
| ➤ Sales Management | ➤ Budgeting | ➤ Event Planning |
| ➤ Sales Presentations | ➤ AP/AR | ➤ Business Development |

Technology: Microsoft Office Suite, POS System, Peachtree, QuickBooks Sage Pro SBT

Coursework: Accounting, ATLANTIC CAPE COMMUNITY COLLEGE – Mays Landing, NJ

PROFESSIONAL EXPERIENCE

XXXXXXXX XXXXXXXX – Atlantic City, NJ

2013 – 2017

ACCOUNTING CLERK (2014-2017)

Rapidly became a top performer after transitioning to the newly created accounting clerk role. Managed accounts payable, purchase orders, deposits and inventory. Researched and resolved billing issues. Selected for new position based on experience and knowledge with financial system and purchasing policies. Immediately able to contribute to a short-staffed finance department.

- Ensured incoming invoices were processed smoothly and on time, without incurring late fees.
- Resolved utilities bills issue in cost efficient manner; saved company close to \$5K in meter relocation costs.
- Disputed credit card multi-charges by working closely with finance department at convention center and recovering \$10K in overbilling.

ADMINISTRATIVE ASSISTANT TO THE EXECUTIVE DIRECTOR (2013-2014)

Elevated day-to-day operations for the Special Improvement Division within the #1 redevelopment authority nationwide, a \$100M organization boosting economic growth. Managed an extensive array of administrative tasks: creating calendars, booking travel, tracking expense reports, delivering special projects and scheduling facilities.

- Proactively improved service by creating special event calendars, allowing managers to staff more appropriately.
- Personally designed the annual 9/11 memorial program still in use today.
- Reduced expenses for office supplies through better inventory control and centralized ordering.
- Quickly developed a wide network of connections, serving as the public face of the organization and elevating teamwork through enhanced communication and organization.

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2006 – 2013

ADMINISTRATIVE ASSISTANT / RECEPTIONIST

Hired in a full-time role based on exceptional work ethic demonstrated as a part-time employee with the organization. Greeted guests and vendors as receptionist for a \$12M organization focused on marketing the convention center and driving tourism, which ultimately merged.

- Redesigned the ordering process as an integral part of the project team in a purchasing department role.
- Wrote the manual on processing RFQs and POs, to streamline and unify processes.
- Personally trained every employee within the organization on the purchasing system.

ADDITIONAL EXPERIENCE

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2002 – 2006

OFFICE MANAGER

Recruited for a newly created position in a \$1.5M organization with 65 employees, a sports team competing at the international level as part of the East Coast Hockey League. Elevated performance and streamlined office organization in a role with varied duties: HR, inventory management, merchandise sales, analyzing A/P and more. Greeted the public, guests and vendors as receptionist. Issued keys, parking cards and badges for employees. Managed teams of up to 10 members: interns, off-ice staff and staff assistants.

- Transformed a disorganized office with few processes and high expenses into a smoothly running, professional organization with well-defined systems in place for HR, purchasing and merchandising.
- Served as liaison between General Manager, staff and arena management while training and supervising interns.
- Reduced expenses on office supplies 70% in one year, from \$6,000 to \$1,800 annually through better inventory management and more organized purchasing processes.
- Relunched the e-commerce initiative to elevate merchandise sales, including redesign of website, shipping orders, managing walk-in sales and hiring models for photoshoot, to create marketing materials.
- Revamped merchandise inventory management process and managed accounts payable.
- Created HR manual and performed diverse Human Resources duties including hiring, onboarding and payroll; tracked per diem for staff and team.

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2008 – Present

SENIOR GUEST ADVISOR [DE FACTO SALES MANAGER & CUSTOMER SERVICE SPECIALIST]

Recruited and promoted to a senior sales leadership and customer service role at the #1 company in its market sector. Sell consumer products (gaming systems and games) and services (warranties and memberships) to a wide-ranging customer base. Elevate team performance via mentoring and serving as a role model. Manage a 5-member sales and customer service team to deliver excellence and attain business objectives.

- Consistently exceeded sales goals on consumer products and services.
- Generate revenue growth and deliver excellence in customer service in a fast-paced team environment.
- Train new team members and coach them on sales techniques to increase revenue, elevate customer service, enhance productivity and maintain security, to safeguard company assets.
- Coach teams of cashiers and customer service specialists, teaching support professionals cash management, loss prevention and recordkeeping techniques to ensure company procedures are followed.

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2000 – Present

EVENT RECEPTIONIST (As needed)

Assist in operations for \$11.5M operation with 150 employees, ranking in the top 10 for mid-sized arenas worldwide. Serve as the public face of a venue that hosts concerts, sporting events, children's entertainment, the circus and the Miss America Pageant. Created and maintained event book and database.

- Elevate customer service by staffing the phones during shows to provide prospective clients with directions, ticket prices, details about upcoming attraction and more.