

Office / Operations Management

Office/operations management professional with in well-developed financial acumen with more than 15 years' progressive experience developing and managing projects, staff, and resources to achieve the greatest return on investment. Key strengths include:

Process Improvement / Project Management

Rigorous attention-to-detail, critical thinking and analytical abilities, and polished communication skills. Research and technical aptitudes employed when assessing current systems, evaluating new options, and implementing necessary changes to achieve process and project requirements. Selected achievements:

- *Leveraged staff and management knowledge while concurrently utilizing positive, productive relationships with team members and senior leadership to accomplish all goals.*
- *Improved vendor procurement and management, contracts management, and inventory management through research, solutions identification, and implementation.*

Human Resources Leadership

Supportive, confident leader with uncompromising focus on both team and individual needs. Able to excel in demanding situations while supporting team members with refined communication and information, dependable follow-through, and practical solutions. Selected achievements:

- *Advanced productivity and profitability through improved hiring, training, and policy development.*
- *Instituted a rigorous interviewing process which improved candidate quality resulting in a 50% increase in staff retention.*
- *Instituted weekly meetings to elicit input from employees and owner, leading to improved communication strategies and a more positive company culture.*

Operations / Office Management

Dedicated, loyal office manager innately productive in demanding situations, creating an atmosphere in which the team can attain its goals. High level multi-tasker, demanding personal accuracy, precision, and quality as hallmarks. Successful record of identifying new/emerging issues; researching and determining best case technologies, tools, and solutions; implementing changes to improve efficiencies, productivity, and profitability; and communicating solutions verbally and in writing. Selected achievement:

- *Upgraded financial system (QuickBooks) resulting in new scheduled financial reporting and accountability, which led to achieving 400% increased funding and company growth.*
- *Wrote the company's policy handbook and training procedures; implemented resulting workflow policies which decreased errors by 30%.*

PROFESSIONAL EXPERIENCE

ABC TICKETING, City, State

20xx – Present

Business Manager (March 20xx - Present)

Inventory Manager (August 20xx – March 20xx)

Oversee process/procedures development, employee development, inventory management, vendor relations, and financial reporting for a premium sporting events ticketing company. Achievements include:

- *Increased sales volume 25% through successful staff development, implementation of proper business processes/systems, and improved vendor relations.*
- *Quickly gained owner's trust through detailed research and reporting, convincing him to take my recommendations for the implementation of new systems/technologies.*
- *Oversaw company's migration to new systems, which improved efficiencies and decreased labor costs.*
- *After quickly learning the complexities of the company, promoted to Business Manager in 6 months.*

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PROFESSIONAL EXPERIENCE, continued

GGGGGGG MEDIA LLC, City, State 20xx – Present

Founding Partner/Business & Finance Director

Researched, developed, structured, built, and operate an interactive marketing agency.

- Conceptualized the business plan, created contracts, and developed the pricing structure.
- Maintain profitability through successful budgeting and accounting.

AAAAA MORTGAGE & FINANCIAL, INC., City, State 20xx – 20xx

Loan Office and Loan Processor

With 2 years' previous experience processing and selling mortgage loans, was requested to assist the manager in opening the new branch. Provided ongoing support to the manager while continuing to close loans.

- Successfully developed marketing materials and provided excellent customer service, both of which led to new client acquisition.
- Established and nurtured relationships with vendors and underwriters which helped loans close faster.

CCCCC HOME EQUITY, City, State 20xx – 20xx

Loan Officer

Developed and built strong business and customer relationships which expanded the client base.

LLLLL MORTGAGE ASSOCIATES, L.L.C., City, State 20xx – 20xx

Loan Officer and Loan Processor

Utilized high-level organizational skills in tandem with well-honed written and verbal communication skills to implement and manage all tasks from origination to closing.

EDUCATION

GEORGE WASHINGTON UNIVERSITY, Washington DC

Bachelor of Business Administration, concentration in Marketing, *Cum Laude*

BOND UNIVERSITY, Gold Coast, Australia

Study Abroad Program

TECHNICAL KNOWLEDGE

Extensive technical expertise includes the following with the ability to quickly learn software, platforms, and equipment.

- PC use and installation
- QuickBooks online and desktop version
- Microsoft Word, Excel, Outlook, and PowerPoint
- Google based software: Google Drive, Docs, Sheets, Calendar, and Photos
- Backup software: Carbonite, Dropbox, and Drive
- Zoom, Hubstaff, Slack, Todoist, Userlane, Team Viewer, Screen Connect, Remote Desktop Connection