

## SAMPLE STUDENT

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### SUMMARY

**Management Professional** with proven track record of maximizing operational efficiency and cost control through careful planning and management of people, processes and resources. Strong analytical, team building and collaborative skills used to develop personnel and production strategies and guide their implementation.

### PROFESSIONAL EXPERIENCE

L & L Company, Palatine, IL

September 20xx to Present

#### **Office and Plant Manager**

- Delegate responsibilities among production foremen, collaborating on daily production priorities and maintaining smooth flow of operations
- Design office procedures and develop company policy on handling customer complaints
- Purchase manufacturing materials and office supplies with consideration of production schedules, vendor delivery options and cost-effectiveness
- Plan, administer and control budgets for contracts, equipment and supplies
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action

Elston Technology Company, Palatine, IL

April 20xx to August 20xx

#### **Office Manager**

- Organized and improved filing system for accounts resulting in substantial time saving for handling government files and mandatory quarterly reports
- Oversaw all facets of record keeping including payroll, insurance, banking, accounts receivable, accounts payable and general ledger responsibilities
- Coordinated supportive services department and supervised their work to ensure adherence to standards, deadlines and proper procedures
- Provided employees with guidance in handling difficult problems and resolved complex complaints or disputes

#### **Assistant Office Manager/Customer Service**

- Developed new customer service techniques to build company's strong reputation as leader in the industry with unique same-day service and product availability
- Trained employees in developing and maintaining good customer relations, negotiating effectively and resolving customer service concerns

### COMPUTER SKILLS

Microsoft Word, Excel, Access and PowerPoint

### EDUCATION

Harper College, Palatine, IL

Associate in Applied Science, Business Administration

Specialized Study Area – Management