

BOB SMITH

New York, NY
(212)222-1234
bsmith@yahoo.com

KEY SKILLS:

Team Training/Mentoring

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Client Needs Assessment

...

Service Quality Improvement

...

Workflow Planning and Prioritization

...

Time and Resource Optimization

...

Quality Control Standards

...

"Bob has excellent long-term planning and workflow management skills. He has great enthusiasm and an exceptional work ethic coupled with flexible thinking and great crisis management. He has been a fabulous asset to our company."

-Rick Smith, Owner, Acme Data Networks, Inc.

"Bob's energetic, diligent, and pleasant demeanor as well as technical expertise made him a great asset to our firm. His elimination of inefficiencies increased our productivity so we could serve more customers—boosting our sales and service volume. We would highly recommend him."

-Sam Dunn, Owner, Sam's Locksmith

FIELD OPERATIONS DIRECTOR...STAFF DEVELOPER

Goal: Field director position using my leadership skills to: develop your staff for the long-term, increase your client base, and ensure customer satisfaction.

Profile: Field operations director with 8 years' experience maximizing employee productivity in technical/home business services areas. Excellent relationship management, mentoring, and team leading skills. Positive attitude, detail oriented, and a "big picture" thinker. Proven ability to turn-around stagnant businesses/teams through effective leadership.

Major Success: Increased company revenues by 30% and expanded field staff by 50% in 3 years through improving field efficiency and reducing job completion timetables by 75%.

RELEVANT EXPERIENCE

Director of Operations (2010-present) 2008-present

Field Manager (2008-2010)

ACME DATA NETWORKS, New York, NY

(Telecommunications company providing networking, mobile computing, security, VoIP phone service, CCTV and video conferencing to small businesses.)

Directing field operations, technical and administrative support for a staff of 15 technicians. Promoted from Field Manager to managing *all* human resources functions including staffing, scheduling, payroll, and training and development. Supporting all aspects of customer relations, sales administration and financials. Developing and managing workflow systems.

- Grew field staff from 7 to 15 technicians through careful hiring; created a positive environment for growth that resulted in minimal job turnover in entry-level positions.
- Reduced turnaround time from 2 weeks to 24 hours (including a complete recovery of operations following extensive losses during hurricane Sandy) through process improvements, strict quality-control enforcement and work-load prioritization.
- Developed and increased business by 30% through customer needs assessment and long-term relationship building.
- Increased profitability by eliminating client's legal fees through successful conflict resolution and skilled client negotiations.

Associate Store Manager

2007-2008

SAM'S LOCKSMITH, New York, NY

Managed front-end of store, relationships with vendors, and inventory orders. Supervised, scheduled and dispatched field staff of 6 technicians; servicing business and residential customers. Oversaw key cutting, car alarm installations and security systems programming.

- Within 3 years of taking over daily management from owner, grew repair and installation business by 20%.
- Increased new business by improving procedures, training, developing, mentoring, and motivating field staff.
- Decreased turnaround times by maintaining excellent relationships with all vendors.

COMPUTER SKILLS

Microsoft: Word, Excel, PowerPoint, Access, Publisher
Project Management software

EDUCATION

B.A., Business Administration, State University of New York, Albany, NY

A.A., English, Nassau Community College, Uniondale, NY

RONALD A. SMITH

131 Maple Drive ♦ Atlanta, GA 30082 ♦ 222-333-2222 ♦ rasmith@gmail.com

OPERATIONS EXECUTIVE

Operations executive with extensive experience in supply chain management, procurement, and strategic business solutions. Consistently meets or exceeds profitability targets and business objectives. Skilled in contract negotiations, vendor management, process improvement and cost control. Adept at building rapport with clients, vendors, staff and management. Proven leader, developer and motivator of cross-functional teams in domestic and international locations.

AREAS OF EXPERTISE

- Strategic Business Solutions
 - Contract Negotiations
 - Process Improvement
 - New Product Introductions
 - P&L Management
 - Training and Development
 - Inventory and Cost Control
 - Supply and Demand Forecasting
 - Startup/Turnaround Operations
 - International Supply-Chain
 - Vendor Relations
 - Team Leadership
 - Client Relations
 - ERP Systems
 - Procurement
-

PROFESSIONAL EXPERIENCE

Director of Purchasing & Supply Chain Operations 2011–2014

ATLANTA BREAD COMPANY & BAKE ONE, INC., Smyrna, GA

Drove in-store customer distribution and production support for commodity and supply products. Managed purchasing, inventory-control and supply distribution to ensure maximum financial performance at 16 corporate stores and over 60 franchise locations.

- Improved contract terms through successful negotiations and cost-control measures to achieve proper margin levels.
- Collaborated with Research & Development to create seasonal menu enhancements, resulting in increases in both customer demand and overall profitability.
- Implemented new ERP system that improved efficiency and accuracy in monitoring business-unit financial performance.

Director of Operations 2006–2011

WHITE HAT BRANDS, LLC, Atlanta, GA

Managed operation of \$4 million start-up initiative including: procurement, production, inventory-control, quality assurance and customer service. Directed product development, branding, manufacturing, warehousing and distribution.

- Successfully negotiated manufacturing contracts and implemented operational cost-controls, leading to 10% increase in brand profitability.
 - Developed three brand extensions to enhance product diversification, raising profits 15% and reducing cost-of-goods-sold 10%.
 - Oversaw cost-saving programs and restructured facilities, decreasing overhead 5% within six months.
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Director of Operations

2004–2006

IN ZONE BRANDS, INC., Atlanta, GA

Oversaw \$7 million operating budget and \$40 million materials budget for global supplier of children's beverages and consumer housewares. Managed supply-chain, manufacturing, warehousing, distribution, quality assurance, product development, and customer service.

- Realigned raw material inventories, reducing on-hand inventory levels 50%.
- Introduced supplier development programs, including streamlining domestic plant locations 50%. Supply-chain costs dropped by \$500,000 in seven months.
- Introduced cost-saving initiatives and outsourced manufacturing facilities, increasing brand profitability 15% within eight months.

Operations Manager

2001–2004

BALDWIN RICHARDSON FOODS INC., Macedon, NY

Directed manufacturing operations and managed supply-chain. Lead the development of Lean Practices, quality control initiatives and other process improvements.

- Implemented cost-containment and consignment inventory programs, reducing procurement expenditures by \$3 million within 18 months.
- Delivered 99.8% service-level and order-fill rate while reducing inventory levels 25%.
- Introduced productivity enhancement programs, increasing overall production rates 30% and reducing downtime 42%.

OTHER POSITIONS**Procurement Manager**

2000–2001

CLIFFSTAR CORPORATION, Dunkirk, NY

- Spearheaded multi-company cross-functional team approach that saved \$2 million.

Purchasing Manager

1991–1999

CONSTELLATION BRANDS, Victor, NY

- Achieved 10% annual cost savings in packaging expenses for five consecutive years.

EDUCATION

B.A., Business Administration, Syracuse University, Syracuse, NY

AFFILIATIONS

Member, International Food Technologist
Member, Council of Supply Chain Management

LYNN A. JAMES

7653 Serrano Way
Burlington, MA 02116

Phone: 781.902.7654 Mobile: 617.564.0978
Email: lynn.a.james1@comcast.net

Accounting Manager

Professional Goal

Seeking a position as Director of Accounting preferably in a mid-sized or larger manufacturer (Controller in a smaller firm) that is-or will become-global in scale. My expertise can have a positive impact on meeting your enterprise-wide goals through accounting and financial strategic planning.

Professional Profile

Proven accounting manager with a keen understanding of the role of accounting in short-term and long-term corporate planning in a manufacturing environment. Demonstrated ability to read, interpret and apply a broad range of manufacturing regulations and standards. Personable, attentive, open-minded, a strong collaborator and team player. Unique ability to explain complex accounting procedures and reports to various audiences in an understandable way.

Areas of expertise

- GAAP Standards
 - Job Costing
 - Accounts Receivable/Payable
 - Financial Statements
 - Managerial Accounting
 - Vendor Negotiations
 - Aged Accounts Receivable
 - General Ledger
 - ISO Standards (manufacturing)
 - Training and Development
 - Collections Management
 - Audits
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Professional Experience

HUNT MANUFACTURING, BOSTON, MA

JANUARY 2009–PRESENT

(Family-owned manufacturer with annual revenues of approximately \$40 million)

ACCOUNTING MANAGER (Promoted from Staff Accountant) (JUNE 2010–PRESENT)

Managing all daily aspects of accounting such as Accounts Payable/Receivable, Payroll, General Ledger, Inventory Control and financial statement preparation. Hiring, supervising, training, developing and evaluating 2 Staff Accountants and Payroll Clerk. Partnering with IT Manager, Inventory Control Manager and Master Production Scheduler. Providing annual audit and tax returns to company's CPA firm.

- Successfully collaborated with Sales and Manufacturing Manager on costing large specialized orders (over \$250K).
- Increased average profit for special orders by 6% by developing a spreadsheet that more accurately projected costs on special production runs. This was incorporated into every special order sales proposal.

STAFF ACCOUNTANT (JANUARY 2009–JUNE 2010)

Managed Accounts Receivable billing, collections and Aged Accounts Receivable (\$775K per month). Assisted Accounts Payable with vendor invoice review and negotiations on returned items credit and invoice disputes. Worked closely with Accounting Manager on month-end/year-end journal entries for Accounts Receivable.

- Named primary vendor contact after negotiating \$20K in return credits with vendors by discovering defective parts in warehouse and pulling nine months of original Accounts Payable invoices.
 - Received "Gold Incentive" cash award for increasing cash-flow through decreasing Aged Accounts Receivable by \$84k. Ran report every two weeks instead of monthly; allowing 30 days-past-due accounts to be identified.
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SHAWMUT, DANZINGER, AND HOLLAND CPAs, CAMBRIDGE, MA SEPTEMBER 2008–DECEMBER 2008
(CPA firm serving regional-to-international clients)

ACCOUNTING EXTERNSHIP (Paid position during last semester at Boston College)

Under direction of Senior Staff Accountant, participated in fiscal year-end audit (November 1–October 31) of material handling/conveyor equipment manufacturer. Assisted with monthly, quarterly and year-end general journal entries for Accounts Payable/Receivable.

- Received praise from Audit Team Leader and gained a new long-term client by aiding in the completion of a timely and accurate audit through careful matching of inventory records with accounts payable invoices.

HANSON, GOLDSTEIN AND GOLDSTEIN, LLP, STOW, MA JULY 2006–DECEMBER 2006
(CPA firm serving regional-to-national clients)

STAFF ACCOUNTANT (After graduating from Stow Community College)

Reported to Senior Staff Accountant. Reviewed and compiled pre-tax return documents and reports for corporations (S and C), limited liability partnerships (LLPs), limited liability companies (LLCs) and non-profit organizations.

Education & Training

CPA Examination, Passed (August 2012)

CMA (Certified Management Accountant), Institute of Management Accountants (IMA), (in progress)

Bachelor of Arts, Accounting, Boston College, Boston, MA, (January 2007-December 2008), GPA 3.67

Associate of Arts, Accounting, Stow Community College, Stow, PA, (September 2004-May 2006), GPA 3.5

Computer Skills

Microsoft Word, Excel, PowerPoint

Peachtree Accounting

TaxACT software (working knowledge)

Memberships/Community Activities

Member, American Institute of Certified Public Accountants (AICPA)

Volunteer, Wilson Free Clinic: preparing financial statements for Board of Directors

Mary Smith

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Recent graduate seeking summer associate position with law firm where I can contribute to its success.

Proven leadership abilities in academic and non-profit settings. Adept at teaching, coaching mentoring and supervising students, athletes and volunteers. Outgoing, articulate communicator and skilled writer who works well independently and on a team.

EDUCATION

J.D. Candidate AMERICAN UNIVERSITY-Washington College of Law, Washington, DC
(First year law student, August 2014) (Expected completion date: May 2017)

B.A., Communications UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA (Graduated: May 2014)

- **GPA:** 3.7/4.0
 - **Athletic Leadership:** Captain, Division I Varsity Women's fast-pitch softball team (2010-2014) Ivy League Championship winner, May 2013. All Ivy Honorable Mention (2011, 2013) Member, First Team All-Ivy (2012, 2014), Academic All-Ivy (2014), USA Women's Open Softball Team (2013), Gold Medal winner at Maccabi Games, Israel (2013).
 - **Writing Credits:** Staff Writer, *Under the Button* (2012-2014): student-run blog, reporting campus news/events. Writer, *The Daily Pennsylvanian* (2013): Composed inspirational story about brother.
 - **Communications Activities:** *Undergraduate Communications Society* (2013-2014): Mentored students studying communications. *Fox Political Action Group* (Fall 2010): Registered on-campus voters for elections and worked polling places. *The Sphinx Senior Society* (2013- present): Recognized as influential leader on campus--one of 30 seniors selected.
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EXPERIENCE

Entertainment Coordinator/Volunteer

Summer 2012, 2013, 2014

GIVE KIDS THE WORLD VILLAGE, Orlando, FL

(Non-profit 70 acre "story book" resort providing children with illnesses and their families free lodgings and entertainment.)

Managed daily operations of entertainment venues, shows and character programs; logging over 500 volunteer hours. Trained and supervised 6 to 30 volunteers, organized group logistics and presented rules and core values through orientation programs.

- Created an environment where volunteers were productive and families had safe and memorable experiences.
- Helped create unique experiences for children with terminal illnesses with the "Winter Wonderland Extravaganza," through effective musical direction and logistical management.
- Devised and maintained safety standards for shows and events; no accidents occurred during tenure.
- Boosted fund raising efforts through managing softball team while at spring training in Orlando, FL. From getting coach's commitment of ideas, to good communication with volunteer coordinators, to effective administrative management.

Volunteer

January 2013-Present

TEAM IMPACT-CHILDRENS HOSPITAL OF PENNSYLVANIA, Philadelphia, PA

(Non-profit chartered with improving quality of life for children facing life-threatening illnesses.)

Coordinated all team activities, on-boarded patients and conducted activity planning meetings for staff.

- Led initiative in "adopting" a child with life threatening illness with University of Pennsylvania women's softball team.
 - Assisted in creating "draft" day for a child; decreasing her stresses from illness, integrating her into a team and teaching her about camaraderie.
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COMMUNITY SERVICE

Work-Study Employee

August 2010-May 2012

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

Welcomed and registered potential recruits-informing them on all athletic programs for future mentoring.

JOHN SMITH

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RETAIL OPERATIONS....SALES MANAGER

Proven leader with many years of demonstrated success in retail management, customer service, business account management, marketing, resource and people management across multiple industries in corporate, branch and field settings. Successfully hired, on-boarded, mentored, trained and motivated many associates. Skilled in leading cross-functional teams through continuous change and deadline driven environments. Areas of knowledge and skill include:

- Operations Management
 - Strategic Planning
 - Inventory Management
 - Budget Planning
 - Merchandising
 - Customer Service
 - Sales Management
 - Training and Development
 - Sales Forecasting
 - Direct Marketing
 - Process Improvement
 - Loss Prevention
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PROFESSIONAL EXPERIENCE

ABC FURNITURE COMPANY, Long Island, NY

2013-2014

Manager of Customer Service

Led customer service departments in large high-end retail showrooms. Oversaw, coached, mentored and developed associates. Managed daily sales, delivery and inventory reports and processed cash deposits.

- **Went above and beyond advocating** for every customer opportunity and request.
- **Partnered with sales and operations** team to ensure an enhanced customer shopping experience.
- **Successfully led and developed** customer service representatives in modeling service excellence.

BINS INCORPORATED, Long Island, NY

2006-2013

Retail Operations Manager

Managed Operations, Merchandising, Sales and Customer Service in retail stores with \$6 to \$9 million in sales volume and staffs of 20 to 30 associates. On-boarded, trained, coached and managed associates and department managers. Managed payroll, facilities, expense budgets and profit and loss statement.

- **Developed and implemented a disciplined inventory management process** which led to a 50% reduction in inventory variances and a 10% reduction in shrink.
- **Improved merchandising standards and store presentation** to create a better shopping experience which resulted in consistently meeting or exceeding monthly sales goals by 5%.
- **Created a culture of selling and customer engagement** that resulted in a consistent improvement in customer satisfaction measurements.
- **Trained and mentored new associates**, while minimizing disruptions in sales and customer service resulting in improved morale and a 10% decrease in associate turnover.
- **Received two awards** for outstanding inventory management and customer service.

BBB BOOKS INCORPORATED, Long Island, NY

2004-2005

(Small marketer of self-help eBooks through web-sites, emails and conferences)

Direct-Marketing Consultant

Advised the client in areas such as direct-mail, email-marketing and advertising to promote over fifty publications to current and prospective conference attendees.

- **Designed effective electronic newsletters** and drive-to-the-web emails.
- **Increased online orders** and conference attendance by 30% within one year.

ACME CORPORATION, Melville, NY

1999-2004

(\$1 billion information management, data processing, web hosting, printing and direct marketing company)

Client Relations Manager

Grew and maintained strategic relationships with business customers in publishing, utility, non-profit and information technology sectors. Accountable for solutions delivery, profitability and revenue generation. Performed strategic planning, forecasting and cross-selling. Supervised data processing programmers, graphic designers and customer service associates. Implemented direct marketing projects from conception through full production release. Developed technical specifications, approved creative design, worked-up cost estimates and managed budgets.

- **As team leader of the promotional department**, created new guidelines and implemented a cultural shift that drove a significant improvement in relationships within the organization.
- **Led a team in producing the largest project** for a new customer in company history in the shortest time-frame. It resulted in being awarded a contract for all of their future business and recognition in the corporate newsletter.
- **Developed an existing customer** from our data management business, into a monthly direct marketing customer through cross-selling our print services and capabilities. Resulted in a 5% increase in annual revenue for the company.
- **Improved creative design** and coordinated the development of prospect lists for a large publisher. Response rates from their direct marketing effort rose to an unprecedented 9% and led to a significant increase in their subscriber base.
- **Created and documented process improvements** for data and graphics management and new quality control procedures. They reduced turnaround time of projects by 40% and were ultimately adopted by the company as standard operating procedure.
- **Teamed with marketing to develop plans** for lead generation, pricing strategy and to identify growth opportunities. Resulted in eliminating unprofitable customers and reducing operating costs by 10% while using existing resources.

SMITH INCORPORATED, East Hanover, NJ

1986-1998

Manager, Customer Sales

Drove \$8 million in sales revenue across five product categories for large retail chains in the grocery, drug and mass-merchandise classes of trade. Managed internal and food broker sales teams and budgets for retail and promotional funding. Developed business reviews, sales presentations and sales forecasts and presented results to senior management. Handled customer administrative, financial and logistical functions.

EDUCATION

M.B.A., Finance, Hofstra University, Hempstead, NY

B.A., Sociology, State University of New York at Albany, Albany, NY

COMPUTER SKILLS

Microsoft: Windows 8, Office, Excel, Word, PowerPoint, Access, Outlook, Internet Explorer, AS/400

AFFILIATIONS

Member, American Management Association,

Member, Direct Marketing Association

JOHN SMITH

New York, NY ▪ 222-333-4444 ▪ jsmith@gmail.com ▪ www.linkedin.com/pub/johnsmith

OPERATIONS VICE-PRESIDENT...KEY NEGOTIATOR...PROBLEM SOLVER

Business Operations and Sales Support Executive with demonstrated success in maximizing sales productivity, growing global market-share and ensuring bottom-line profitability. Excellent negotiating, relationship management and mentoring skills. Proven ability to get to the core of a problem, improve the process and achieve results.

EXPERTISE

- Profit and Loss Accountability
- Budgeting Management
- International Management
- Organizational Development
- Real Estate Negotiations
- Legal Contract Negotiations
- Vendor Relations
- Collections Management
- Process Improvement
- Developing Sales Teams
- Master Purchaser
- Store Opening Process

Working with John was a great experience as he is a great manager. John is strong in all aspects of business; particularly legal, franchising, financial and operational. His direction on cost saving measures allowed for our increased profitability and some welcome structural changes to serve our customers better. -Bill Smith, Vice-President of Operations, XYZ, Corp.

PROFESSIONAL EXPERIENCE

ABC, INC., New York, NY

Founder and Business Consultant

2009-Present

Offering skilled negotiations, business-based dispute resolution, business procedure review and refinement as well as advisory services. Serving both domestic and international franchises and business systems.

- Managing all daily operations including marketing, finance and lead generation.
- Successfully negotiated disputes; eliminating client's legal fees and leading to enhanced profitability.
- Showcased in *Forbes Magazine*, June 2011, on skills needed and growth in the niche negotiations market.
- Featured in *Franchise Times*, June 2010, on helping the franchise community solve issues within their systems.

SSS FRANCHISE GROUP, New York, NY

1988-2009

Corporate Vice President (1999-2009)

Directed all administrative operations to support a franchise network of over 900 locations worldwide with over \$38 million in corporate annual revenue. Oversaw budgeting, real estate negotiations, sales, collections, vendor relations, field support and trouble-shooting including managing three international offices.

- Grew the company from 330 locations in three countries to over 900 locations in twenty countries. Corporate offices grew in Australia (from 13 to 85 locations), Canada (from 12 to 33 locations) and the United Kingdom (from 12 to 27 locations).
- Restructured the "grand-opening experience" for new owners entering as new store franchisees. Significantly improved opening procedures; reducing opening time at new sites by 50% (from 70 days to 35 days on average).
- Led the legal department following several costly lawsuits. Instituted new reporting structure, procedures and field visits, resulting in zero lawsuits for the subsequent nine years.
- Reworked the resale program to weed out the bottom 15% to 20% of franchisees annually. This increased royalty collections and reduced the failure rate within the franchise system.
- Built mutually beneficial partnerships between operations and franchise development departments using franchisor/franchisee relations and validation skills.

EDUCATION

B.S., United States University, New York, NY

JOHN SMITH, R.Ph.

1 Main Street, New York, NY 11111 ▪ 212-111-2222 ▪ 212-222-4444 ▪ jsmith@gmail.com

PROGRESSIVE PHARMACEUTICAL EXECUTIVE...PHARMACY BUSINESS CONSULTANT

Highly experienced Pharmacy Executive, Business Owner and Registered Pharmacist with proven abilities in strategic planning, pharmacy operations and financial analysis. Strategic partner and consultant for Medicare, Medicaid, and employer group benefits. Skilled at leading, developing and mentoring diverse professional teams. Unique ability to explain complex technical information to diverse audiences. Technically savvy with excellent customer service and patient counseling skills.

EXPERTISE

- **Strategic Planning**
- **Third Party Insurance**
- **Pharmacy Benefits Managers**
- **Medicare Part B and D/Medicaid**
- **Profit and Loss Management**
- **Pharmacy Operations**
- **Long Term Care**
- **Specialty Pharmacy**
- **Regulatory Compliance**
- **Organizational Development**
- **Training and Development**
- **Employer Group Benefits**

PROFESSIONAL EXPERIENCE

JOHN SMITH-PHARMACY CONSULTANT, New York, NY

2013-present

Owner, Pharmacy Consultant and Business Advisor

Partnering with Pharmacy Owners including retail, closed door, specialty and compounding pharmacies. Consulting on operations management, billing practices, strategic planning, regulatory compliance, contracts and lease negotiations.

- Implemented pharmacy programs, best practices and discovered growth opportunities for clients.

XYZ PHARMACY, New York, NY

1986-2013

(Multimillion dollar, full service, Retail/Wholesale)

Owner, President and Chief Executive Officer (1999-2013)

Vice President and Co-Owner (1992-1999)

Accountable for cash management, profit and loss management, payroll, financial analysis, budgeting, strategic planning, inventory control, purchasing, returns, merchandising and regulatory compliance. Managed all Human Resource functions: hiring, termination, on-boarding, training and development.

- Oversaw a consistently growing, profitable, innovative and customer friendly business for over 26 years.
- Maintained long term relationships with thousands of regular patients and physicians.
- Launched and developed a Wholesale Division, achieving consistent growth through direct sales to Doctor's offices and Camp Doctor's infirmaries.
- Successfully acquired and integrated a Compounding Pharmacy into the existing business.
- Operated an extensive Mail-Order Pharmacy service and developed an on-line store.
- Partnered with all major Pharmacy Benefit Managers (PBM's); extensive knowledge of third party insurance administration and adjudication, formulary and specialty networks.
- Developed a policy and procedure manual, Performed Drug Utilization Reviews (DUR), Medication Therapy Management and Disease State Management. This resulted in optimizing patient care while controlling costs.
- Directed, trained and mentored a pharmacy staff of over twenty-two associates with minimal turn-over.
- Selected and monitored vendors to ensure pricing and satisfactory service levels.

OTHER POSITIONS

COLLEGE OF PHARMACY, New York, NY Instructor, Adjunct Clinical Faculty	2008-2009
XYZ PHARMACEUTICALS, New York, NY Pharmaceutical Sales Representative, New York Area	1982-1986

EDUCATION

B.S., Pharmacy, ABC University, New York, NY

LICENSES AND CERTIFICATIONS

Certified Immunizer, New York State
Registered Pharmacist, New York State

COMPUTER SKILLS

Microsoft: Word, Excel, PowerPoint
Quick Books, Quick Pay, ADP Payroll
Expert on various pharmacy software programs and E-Scripts

FELLOWSHIPS

Fellow, American Society of Consultant Pharmacists

JOHN SMITH

123 Main Street, New York, NY 10001 • (444) 333-1234 • jsmith@yahoo.com

Client Services Manager..Call Center Supervisor..Office Manager..Associate Trainer

Over twenty years of cross-functional customer service management, supervision, training and consulting in corporate travel agency, call center and medical office settings. Highly skilled communicator that can build long-lasting relationships. Capable of maintaining productivity in fast-paced environments with excellent multitasking skills. Expertise in customer service with a proven track record of maintaining and growing corporate clients. Experienced staff supervisor and trainer on computerized systems. Strong knowledge of SABRE and CONCUR travel reservation systems. Experienced Event Planner for local community groups.

PROFESSIONAL EXPERIENCE

- Consulted, evaluated, recommended and organized travel needs for major corporate clients including car, hotel and airline reservations. Clients included Canon USA, The New York Jets, KPMG, AT&T and Grumman.
- Coordinated corporate domestic and international flight reservations-including ticketing-and quality control.
- Liaised with major airlines to provide timely information on flights, cancellations and ticket exchanges.
- Supervised, scheduled, trained and motivated call center staffs while troubleshooting escalated issues.
- Processed phone orders, account inquiries and upsold services for credit card call center operations.
- Managed all insurance claims, billing and bookkeeping and provided dental assistance in a busy practice.
- Coordinated outside vendors, sales and promotional events for food service department in public venues.
- Planned and coordinated events for local community groups on a monthly basis.

EMPLOYMENT HISTORY

Corporate Travel Consultant, AUSTIN TRAVEL , Melville, NY (Division of Protravel International, an \$800 million corporate travel provider)	1993-present
Food Service Manager, THE WALT DISNEY COMPANY , Orlando, FL	2003-2004
Client Manager-Corporate, AMERICAN EXPRESS TRAVEL , Worcester, MA	1991-1993
Business Travel Counselor, AMERICAN EXPRESS TRAVEL , Garden City, NY	1988-1991
Customer Service Associate-Credit Cards, AMERICAN EXPRESS , Great Neck, NY	1987-1988
Reservations Agent, TRANS WORLD AIRLINES , New York, NY	1986-1987
Office Manager/Dental Assistant, DR. FRANCIS DUNNE D.D.S. , Garden City, NY	1984-1986

EDUCATION

A.A.S., Business, Katherine Gibbs School, New York, NY
Certificate, Medical Assistant, Nassau Community College, Uniondale, NY

SPECIAL SKILLS

Microsoft Word-Excel-Access, Bookkeeping
SABRE and CONCUR travel reservation systems

ANN SMITH

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BUSINESS LEADER...TEACHER...TRAINER...COACH...MOTIVATOR

Experienced in operations management, sales, employee training and development and customer service. Certified Teacher who uses creative materials and learning methods to assist students and adults in acquiring valuable knowledge and skills. Motivational team coach who gets the best out of people. Outstanding organizing, planning, trouble-shooting and problem solving skills. Unique ability to quickly adapt and then improve procedures. Effective as a team player and individual contributor who embraces diversity in people and ideas.

AREAS OF EXPERTISE

- Franchise Operations
- Client Relations
- Environmental Services
- Training and Development
- Customer Service
- Event/Travel Coordinator
- Curriculum Development
- Grant Proposal Writing
- Classroom Management
- Facilitating Workshops
- Certified Teacher
- Team Leadership
- Tutoring
- Athletic Coaching
- Physical Education

PROFESSIONAL EXPERIENCE

CLEANING COMPANY, INC, New York, NY

2011-present

(World's largest commercial cleaning franchise company with over 12,000 franchisee customers)

Operations Manager

Managing all operational support for franchise owners including designing programs, providing training and managing start-up operations for new customers. Serving as Acting Regional Director when necessary.

- Ensuring high levels of customer satisfaction by conducting regular site visits and following up on customer's issues.
- Responding quickly to customer issues by performing quality control and taking corrective action with franchise owners and customers.
- Partnering with franchise owners to ensure smooth start-ups for new customers through training and assisting with first-time cleaning work.
- Selling floor care maintenance programs and increases in days-of-service to customers.
- Coordinating the placement of new or transferred customers with the appropriate franchise owner and handling service cancellations.
- Advising franchise owners of new techniques, supplies and equipment by keeping up with current developments in cleaning technology and procedures.

VOLUNTEERING/COMMUNITY INVOLVEMENT

MAPLE LITTLE LEAGUE, New York, NY
Softball Coach (3 years)

SAFETY WORKSHOPS, New York, NY
Instructor for Women (3 years)

MAPLE SOFTBALL TEAM, New York, NY
Travel Coordinator/Fundraiser (3 years)

MD ASSOCIATION, New York, NY
Volunteer/Fundraiser (3 years)

MAPLE CENTRAL SCHOOL DISTRICT, New York, NY

1990-2007

Teacher-5th and 6th Grade Science and Reading

Responsible for all aspects of teaching; developing/implementing lesson plans; selecting/creating materials; instructing students through various learning methods; constructing/administering tests and assessments and reporting achievements to students, parents and administrators.

- Increased level of individual student and class achievement through careful monitoring.
- Wrote a winning proposal and received a grant for Language Arts and Reading.
- Improved school curriculum through writing and collaborating with peers.
- Led and facilitated successful, highly attended parent-student conferences.
- Planned, coordinated and supervised overnight student trips.
- Ensured school governmental regulatory and policy compliance.
- Maintained complete, accurate and confidential records.

Physical Education Teacher and Athletic Coach 1990-2000

- Taught in various elementary, middle, and high schools.
- Coached various sports such as softball, field hockey and tennis.
- Served as Supervisor of Athletic Events.

CERTIFICATIONS

Healthcare Environmental Services Program: Operating Room Technician
New York State Permanent Teaching Certificates: Nursery (K-6) and Physical Education (K-12)

EDUCATION

M.S., Elementary Education, New York College, New York, NY
B.S., Physical Education, Post College, New York, NY