

First Last

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Profile

Highly focused team leader with proven record of developing the strategies and tools necessary to exceed organizational goals. A consistent achiever able to effectively overcome organizational blocks to achieve results. Sales professional who excels in developing service organizations responsible to customer needs, then utilizes excellent customer service to gain a competitive edge.

- **Manager.** Accomplished people manager effective in coaching for greater job success. Supervises firmly and fairly; treats employees with dignity and respect.
- **Problem Solver.** Effectively solves problems rather than symptoms, developing cohesive solutions that benefit the entire organization.
- **Relator.** Displays a high degree of recognition, acceptance, and prestige in dealing with others; makes favorable impressions and easily gains acceptance. Communicates with strong credibility; displays positive effectivity.
- **Arranger.** In complex situations, successfully manages variables to achieve optimum results. Able to successfully handle multiple projects at the same time. Effectively organizes, assembles, and arranges resources to meet goals.
- **Team Leader.** Builds strong teams to meet performance goals; excels in effective coaching and counseling of employees.

Areas of Expertise

Sales / Marketing
Technical Trainer
Consultant
Lab Administrator
Technician (Specialist)
Project Manager

IBM AIX Basic Programming
Adobe Acrobat
Lotus Smartsuite
Basic Networking
MS Front Page

Windows 98, 2000, XP
MS Word
MS Excel
MS PowerPoint
MS Access

Licenses & Certifications

ServSafe Certification
IBM Management Certification

Employer Restaurant Certification
RS 6000, AS 400

IBM Desktop Specialist
IBM AIX

Professional Experience

Employer

March 2008 - Present

General Manager (CITY, STATE)

- Reduced payroll by 15% as a result of effective and efficient scheduling and bringing staffing numbers to appropriate levels.
- Maintain a customer survey of 80% satisfaction through ongoing training and staff recognition programs.
- Recognized as Fast Drive-Thru in the Southeast region by hitting 80% of customers served in less than 150 seconds.

Employer

2004 - 2008

District Manager (CITY, STATE) 2006-2008

- Increased sales 17% as a result of manager and sales staff training.
- Responsible for P&L reconciliation for three stores with a budget of \$1.6M; verified correct charges, payroll, and capital expenditures.
- Reduced overtime by 40% through the creation and implementation of a team scheduling matrix.
- Due to innovative scheduling and effective operations, stores were utilized as training sites for newly promoted managers.
- ServSafe Certified

General Manager (CITY, STATE) 2004-2005

- Improved sales and profits by 10% through effective scheduling and maintaining appropriate inventory levels.
- Improved employee retention by implementing effective hiring techniques, developing a mentorship program, and efficient scheduling.
- Store selected as training unit for employees as a result of successful mentoring program and scheduling techniques.
- ServSafe Certified

Professional Experience – Continued

Employer

2003

Manager of Business Development (CITY, STATE)

- Responsible for creating and implementing marketing and promotional plans and unique e-marketing techniques to increase revenue and product visibility.
- Generated invoices and managed accounts receivables.

Employer

1994 - 2003

Integrated Services Manager: Network, Client & Warehouse (CITY, STATE) 1999 - 2003

- Led a 50 person cross-functional team that increased service performance by 75%.
- Managed warehouse returns and shipments of computer components for various clients.
- Designed and implemented a performance matrix which targeted service delivery, resulting in a 98% success delivery rate for projects to customers.
- Developed and implemented a metric for measuring product fulfillment that reduced shipping cycle times by 50% and saved the company more than \$200,000.

Project Consultant: Reengineering Program for Call Center & Field Support (CITY, STATE) 1997 - 1999

- Responsible for monitoring and solving production problems with field employees in a wide variety of software programs.
- Implemented service delivery techniques that enabled field employees to understand and improve service delivery.
- Coached call center employees to improve their skills and utilize software applications to enhance job performance.
- Consulted with Regional Managers in the creation of employee performance matrix.

RISC (High End Servers) Field Engineer**Project Specialist / Team Leader** (CITY, STATE) 1994 - 1997

- Team Leader for 10 employees; responsible for scheduling, billing, and addressing client escalation issues.
- Managed customer relations and onsite hardware/software support for key accounts throughout the Metro City area.
- Accountable for parts inventory of \$500,000+
- Implementation and trouble-shooting of setup system joint ventures with IBM clients.
- Successfully coordinated client relations with Employer alliance partners and their end users.

Education & Professional Development**Florida Agricultural & Mechanical University** (TAMPA, FLORIDA)

Bachelor of Science in Business Administration, with a concentration in Marketing and Management (1993)

Community Involvement**Boy Scouts of America****Big Brothers Organization****Child one College**