john jones

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Office Manager

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an office manager, secretary, administrative assistant and office clerk.

Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Offer advanced computer skills in MS Office Suite and other applications/systems.

Key Skills

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| Office Management  Teambuilding & Supervision  Staff Development & Training  Policies & Procedures Manuals | Report & Document Preparation  Spreadsheet & Database Creation  Accounts Payable/Receivable  Bookkeeping & Payroll | Records Management  Meeting & Event Planning  Inventory Management  Expense Reduction |

Experience

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| ABC STORE, Brooklyn, NY | 1997 to Present |

Office Manager, 2007 to present

Secretary, 1998 to 2007

Office Clerk (temp via XYZ Agency), 1997 to 1998

Repeatedly promoted during 12-year tenure with ABC Store, culminating in current responsibility for coordinating all office functions and supervising a team of four administrative professionals. Results:

Developed efficiency-enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities necessitated by staff reductions.

Decreased office expenditures 15% by implementing needed controls on stock/supplies and standardizing ordering procedures.

Saved thousands of dollars in fees and improved the response-rates of direct marketing campaigns by bringing formerly outsourced mass-mailing function in-house.

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| DEF FLOORING, Brooklyn, NY | 1995 to 1997 |

Receptionist/Administrative Assistant

Served as executive assistant to the management team, handled a busy phone system, functioned as primary liaison to customers and ensured a consistently positive customer experience. Results:

Helped drive a 10% increase in customer satisfaction (as measured by a customer survey in 1997).

Created automated daily stats report that reduced inaccuracies and provided management with an important decision-making tool.

Quickly became a trusted assistant to the company president, executive staff and office manager and earned a reputation for maintaining a positive attitude and producing high-quality work.

Education

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| ABC SCHOOL, Brooklyn, NY | 1997 |

Academic Diploma