

Name
58 Any Ave, City, ST 00000
777-777-7777 email@gmail.com

Summary of Qualifications

Over fifteen years of success in operations and process management, office and facilities management, financial functions, information technology and telecom infrastructure.

Experience

Company, LLC, City, ST
Office Manager

2008 – Present

- Directed the day-to-day administrative operations of a professional consulting services firm; including managing payroll operations, A/P, A/R, billing, client management and scheduling that resulted in the ability to focus on the core business of attending to our clients needs.
- Reduced the firm's costs for payroll and benefits administration by 30% through review and negotiation of pricing and fees, while maintaining or increasing services.
- Provided extensive calendar management for principals of the firm.
- Produced and maintained tracking budgets for all aspects of the firms' business operations including travel, office expenses, benefits and other matters.
- Optimized the firms' ability to increase revenue by tracking hours and shifting staff utilization to billable hours and away from administrative tasks.

Company, Inc., City, ST. (tele-fundraising call centers in MA, DC, AZ)
Operations Manager/National Facilities Manager

2006 – 2008

- Directed the production and quality assurance staff in the efficient execution of business processes using CRM software to reduce processing errors to less than 1%. These included processing of pledges, donor comments, survey results, analysis and fulfillment.
- Directed and trained development, fundraising, data administration and operational staff of in the use of SQL queries, Time Tracker and Noble Composer Survey to ensure the highest level of accuracy and efficiency in the execution of the sales, marketing and reporting processes to increase the operational effectiveness of our 3 national call centers.
- Managed \$750,000 operational and capital expense budget for operations and facilities (including PBX, security, and telecommunications) support of 3 high volume call center locations.
- Reduced cost and streamlined contractual responsibilities by consolidating wide range of vendors nationwide where possible, resulting in savings of over \$20,000 annually.
- Planned and directed all aspects of relocation of company headquarters and main facilities (200+ staff), including communications with stakeholders, transportation, logistics, infrastructure resources and budgeting in a 60 days through planning to meet project milestones through task management and value engineering to meet a total project budget of \$350,000.

- Served as Subject Matter Expert for C level officers during negotiation and execution of new location lease by providing necessary technical info for electrical, telecomm needs, data facilities and security as well as general specs for required offices/workstations.

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- Coordinated the preparations for corporate wide rollout of new Noble Composer hardware and software in 3 call-centers with 300 desks that would support 5 dialer managers in 12hr/7day operations. This included overseeing the build-out of server rooms and networking infrastructure.

Company, Inc., City, ST (private investment firm)

Office Manager/Executive Assistant

2005 –2006

- Worked closely with owner and contractors on \$250,000 property renovation, including fittings and fixture selection, and vendor/contractor relations and management.
- Oversaw all IT issues including researching, purchasing and installing new software/hardware upgrades and backups with annual budget of \$12,000.
- General office management duties, including correspondence, travel arrangements, calendar management, payroll, supplies and accounts payable using Quicken Financial software.

Health Plan, City, ST (managed care insurance)

Operations Manager

2001 –2003

- Implemented Unicenter Job Management software to automate the running of claims processes
- Performed ongoing change control analysis including managing and reporting change releases made to business critical processes.

Company, City, ST (internet retailer)

Technical Data Facilities Coordinator

1999 –2001

- Company liaison with construction crew and management during the build-out of 100,000 sq. foot data facility.
- Coordinated interactions between company's many technical departments ensuring a smooth transition from a construction site to a fully operational data facility on-time and within budget.
- Oversaw the 24/7 operations of facilities services and security through preventative maintenance programs and training of staff in procedures and standards.

Company; Boston, MA (publishing)

Help Desk Manager

1995-1999

U.S. Coast Guard – Telecommunications specialist

1988-1995

Education and Training

University, Citym ST
 Computer Associates – Unicenter Job Management
 Siemens Building Controls
 Microsoft SQL Server Administration
 Microsoft Exchange Server Administration
 Microsoft NT Administration and Management

Skills

MS Office, PC's, Macs, SQL, Exchange, Networking,