

CLIENT NAME

1234 Street Name City, State, Zip
777-777-7777 clientname@clientname.com

EXECUTIVE MANAGEMENT: MANAGER, DIRECTOR, VP

Operations Management, Client Services, Program Management

Visionary executive leader with extensive expertise in operations management, organizational development, program management, sales and marketing and solution delivery for various corporations. Subject matter expert proficient in team building, staff management, policy and procedure development, problem resolution, and risk management using innovative market solutions. Customer focus-driven leader able to successfully orchestrate complex relationships and work environments, fueling greater partner loyalty and fewer channel conflicts using superior management skills.

Business Reengineering Competitive Market Positioning Consensus Building Profit and Loss
Continuous Process Improvement Executive Presentations Financial Management, Restructuring
New Business Development Operating Infrastructure HR Employee Relations Profit Growth
Project Management Quality Improvement Relationship Management Cost Avoidance

PROFESSIONAL EXPERIENCE

CONFIDENTIAL, Dekalb, Illinois 2007-Present

Non-profit, religious organization.

Director of Operations & Volunteer Services

Chief leadership and management of systems optimization, operations management, database management, as well as, budget control, and program development. Coordinate volunteer programs. Lead 38+ administrative and hospitality team employees. Systems Administrator, seamlessly upgrading CRM and bookkeeping systems. Monitor and oversee facility operations.

Conceptualized and launched a Hospitality Team, outlining recruitment and training initiatives.

Elevated and streamlined the utilization of congregation database a CRM tool.

Deployed a bookkeeping and payroll system that realized a reduction in operational costs of 75%.

Reengineered and designed UI (user interfaces) to collate and manage information.

Seamlessly integrated consolidated systems / tracking tools, and boosted reporting capabilities.

MARTURION MOTORSPORTS, LLC, Colorado Springs, Colorado 2005-2006

A \$500K sales specialty design and manufacturing firm, developing aftermarket automotive/motorcycle parts.

General Manager

Facilitated the development and establishment of this start-up, overseeing strategic planning, business development, operations planning, and resource management. Verified organizational, operational and systemic resources to enhance fiscal results. Excelled in all areas of business management and cost control.

Successfully boosted net revenue margins by 22% by deploying pricing analysis tools.

PREMIERE GLOBAL SERVICES, Colorado Springs, Colorado 2000-2005

\$250M sales, global conferencing provider of audio, operator-assisted/web conferencing services.

Director, Service Support (2003-2005)

Spearheaded team of 40, leading technology operations, customer relations management, as well as, project management, and network operations control center (NOCC). Built comprehensive expertise in product /service delivery development, M&A operations, Financial Management, employee relations, and personnel management. Led delivery of automated audio and web conferencing products. Optimized QA control, budget management, requirements gathering, and solutions sales. Assessed client response and end-user feedback. Boosted organizational reengineering and development; restructuring business unit to optimize resources and provide excellent customer service. Evaluated training and development operations. Facilitated integration of M&A business into current organization. Led HR processes, employee relations, and process improvements. Liaised with sales on development and delivery of Fortune 500 Sales presentations. Conducted and finalized performance evaluations.

Championed launch of 1st network operations control center (NOCC), lowering network downtimes and generating 13%+ in customer satisfaction within the 1st year.

Triggered \$1M+ in cost savings and increased retention by 3% by launching reengineering strategies.

Developed models for custom support processes for top #1 client.

Executed AAR processes identifying 26 mission critical failure points, systems, and processes.

Director, Enhanced Services (2001-2003)

Oversaw organizational reengineering, development, vendor relations, service delivery development, and M&A. Led 65 employees, ensuring product development, outsourcing services, and networking management. Ensured SLA achievement, contract negotiation, and end-user relations. Led and hosted presentations. Managed HR process: selection, recruitment, training, development, and employee relations. Analyzed market compensation trends to coordinate compensation and bonus plans. Structured vendor performance metrics. Orchestrated redesign and development of HR policy/procedures.

Directed integration of 5 units and consolidated delivery and support of 17+ products and services.

Helmed 4 organizational profits/losses and overall expenditure budgets.

Secured HR continuing education requirements by attending HR Law & Anti-Harassment classes.

Outsourced operations for project bolstering capabilities by 100% and lowering overheads 30%.

Realized improvements in quality by 35% and turnaround times by 5% by securing new vendors.

Aligned and synergized development of 1st automated quality management system.

Integrated 'Monthly Employee Reward and Recognition Program' to increase retention by 3%.

Director, Internet Services (2000-2001)

Sustained positive leadership and high team morale amid merger and acquisition operations, restructuring, and cost constraint transitions. Trained, mentored, and managed technical support team.

Launched 1st integrated web conferencing support system.

Designed organizational structure and meticulously developed job descriptions.

MOTOROLA, Schaumburg, Illinois 1991-2000

Global communications leader providing seamless mobility products and solutions.

Progressed through multiple positions of increasing authority, including: Manager, Continuing Education, Quality Project Manager, Quality Assessor, Account Manager, and Training Specialist

Built career excellence in program management, project management, process re-engineering, systems integration, and vendor selection/management. Championed critical implementations and deployments.

- Instituted administration of corporate tuition reimbursement program with 8,000 participants.
- Optimized central data repository and governmental compliance for US Education Assistance program.
- Benchmarked and coordinated process mapping for all processes between Motorola and vendor.
- Managed an implementation team in deployment of regional ISO 9000 compliant quality system.
- Standardized systematic procedure for delivery of international training logistics.
- Recipient of several accolades from management, including winner of 'Award of Excellence'.
- Directed delivery of 1,000+ internal training classes per year, coordinating resources and materials.

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Career Note: Additional experience as **Escrow Officer**, for Mid America Title Company (1990-1991), **Assistant Manager / Mortgage Officer**, Home Federal Savings and Loan Assn of Elgin (1984-1990).

EDUCATION & CREDENTIALS

Master Certificate, Project Management

George Washington University, District of Columbia

BA, Business Administration

DePaul University, Chicago, Illinois

Training & Development

Developing Executive Leadership, American Management Association

The Leadership Grid Seminar, Grid International, Inc

Leadership Training for Managers, Dale Carnegie

Process Mapping, Certified Trainer, Motorola University

TECHNICAL SKILLS

Clearview Visio MS Office: Word, Excel, PowerPoint
MS Publisher QuickBooks