**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

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

# EXPERIENCE

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.

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

## ABC College, Brooklyn, NY

Associate of Science in Business Administration 1997