

JOE JONES

5 Elm Street • Anytown, Kansas 00000
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OPERATIONS MANAGEMENT: Support Services ~ Transportation

Results-driven operations management professional combining extensive track record implementing superior performance and cost reduction measures across multiple departments while streamlining operations and improving productivity. Excellent communicator and innovative problem solver; can cultivate lasting relationships with clients and negotiate lucrative contracts with vendors.

- Thrive in dynamically changing environments requiring focused decision making.
- Adept at developing innovative policies and strategies to effectively manage several departments with precision and accuracy.
- Skilled leader with proven success managing \$3M+ in annual budgets and 50+ cross-functional personnel.

Team Building & Leadership • Strategic Planning • Organizational Transformation • Service Excellence
Performance Management • Quality Metrics • Solution Implementation • Process Improvement
Customer Service • Cost-Savings Initiatives • Account Management • Trend Analysis • Asset Management

PROFESSIONAL EXPERIENCE

ABC, INC., Anytown, Kansas • 1999-Present

Leading global provider of business information solutions for diverse industries.

Corporate Services Manager

Direct all daily operations across mailing, shipping, records retention, and switchboard departments. Supervise 15 direct reports and 40 indirect contractors to focus on customer satisfaction and business growth. Oversee contracts for physical security, national copiers, mailing equipment, fleet vehicles, and food services; ensure vendors provide competitive services and negotiate winning contracts. Create 3 departmental budgets and capital funds of over \$3M each year and manage financial allocation and oversight. Pioneer Crisis Leadership initiatives and secure participation by all critical business unit directors.

Key Achievements:

- Performed extensive unit analysis prior to business unit integration; migrated established processes into company operations with minimal downtime and positive success.
- Achieved highly customer-centric atmosphere, with over 80% of clients reporting that services exceeded expectations overall.
- Earned first-year cost reduction of \$75K by integrating New Providence site to established levels of quality customer support; collaborated with department managers and vendors to maintain timeline.
- Obtained national mailing contract to improve productivity, guarantee USPS compliance, and eliminate unnecessary, costly equipment.
- Rolled out several company-wide printing campaigns to reduce paper consumption and expenses by 30%; eliminated costly food service expenses and transferred savings to other Dayton sites.
- Provided highly accurate monthly budget forecasts within 3% of reforecast submission; coordinated emergency services contracts as well as record retention programs to assure data integrity.

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ADDITIONAL EXPERIENCE

MARKETING GROUP, Anytown, Kansas

Large marketing services provider with global footprint.

Program Administrator, Client Administration

Formulated and established administrative procedures with coordinated efforts from account managers, clients, account executives in addition to marketing and data processing personnel; developed reports, program schedules, and guidelines. Controlled auditing and balancing of all program reports prior to shipment and oversaw entire shipment schedule; documented administrative procedures for clerical staff to streamline input and output of documents.

Key Achievements:

- Collaborated with other Program Administrators and IT staff overseeing the IBM contract to develop reports that corresponded with the specific requirements for that individual client.
- Helped facilitate 2nd-time renewal of high-profile IBM Contract with Carlson in 1990 after a successful initial 3-year contract.

Manager, Mailing Services

Oversaw all incoming materials and ensured compliance with company regulations through all phases of sorting, opening, dating, and distributing. Supervised 12 employees across department; hired and trained employees on regular basis. Coordinated packing and shipping of all outbound materials to office locations; charged appropriate costs to clients and vendors.

Key Achievements:

- Promoted from Assistant Manager to Manager.
- Collaborated with Airborne Express Account Manager to develop PC-based electronic shipping system that met requirements of both companies involved, streamlining shipping processes and reducing potential errors.

EDUCATION

Associate of Applied Sciences Degree in Marketing Management
Community College, Dayton, Ohio