

JESSICA MANSFIELD

203 Willow Lane
Costa Mesa, CA 92627

Phone: 949-646-8149
E-mail: jmansfield@hotmail.com

ADMINISTRATIVE ASSISTANT

Energetic and competent office professional with more than 10 years of administrative assistant/secretarial experience, recognized for dependable and detail-oriented work in support of top management. Excellent computer, communication, and office support skills. Well known by management as someone who “gets things done.” Proven skills in

Database Management
PowerPoint Presentations
Computer Programs
Correspondence

Meeting/Travel Arrangements
Appointment Scheduling
Contract Analysis
Office Machines

Customer Relations
Problem Solving
Editing
Billing

Promoted to Administrative Assistant and Executive Secretary to President as a result of excellent and consistently dependable performance.

PROFESSIONAL EXPERIENCE

Administrative Assistant and Executive Secretary

- Managed calendar and daily schedule for President, coordinating multiple activities in a fast-paced environment. Scheduled appointments and recorded them on electronic calendar.
- Liaised with COO, corporate executives, management, and clients to coordinate meetings and confirm information for presentations and documents. Edited documents for COO and management.
- Maximized corporate information storage and retrieval systems by reorganizing and maintaining all major company files, contracts, patents, and secrecy agreements.
- Organized executive and client meetings/luncheons (in-house and off-site), planning all amenities.
- Arranged domestic and international travel itineraries for Chief Operating Officer, President, Vice Presidents, and Management.

Secretary

- Maintained and coordinated calendar, set appointments, screened telephone calls, sorted mail, and made travel arrangements for the President.
- Assisted in PowerPoint presentations—editing, coordinating, and integrating multiple facets to facilitate a smooth corporate presentation.
- Communicated directly with all clients by writing routine correspondence and responding to telephone requests. Translated correspondence from Dictaphone and shorthand, as requested.
- Edited reports, company proposals, government proposals, and contracts for clients and management.
- Monitored corporate website and wrote a monthly report on website activity, outlining and consolidating information about e-mail content, trends, and geographic activity.

Janice J. James

513-249-0090

2490 Alliance Drive, Cincinnati, OH 45242

jjj@cinci.rr.com

Medical Billing—Medical Office Administration

PROFILE

Team-spirited professional, patient and resourceful. Positive, creative thinker/problem solver—effective in streamlining operations, improving productivity, and reducing costs.

Able to handle multiple responsibilities, set priorities, clearly communicate ideas to others, and respond positively to demanding situations. Recognized for speed, accuracy, quality of work, and outstanding customer service.

QUALIFICATIONS

- Insurance Billing—online and manual billing experience for all insurances including Medicare and Medicaid—detailed working knowledge of insurance plans, overrides, and billing codes.
- 11 years of pharmacy experience—drug formulary, ingredients, compounding, analyzing prescriptions, inventory management, and recordkeeping.
- Outstanding customer service—recipient of numerous "Mystery Shopper" Customer Service Awards.

Added Value:

- 10+ years of experience in hospitality industry—catering, staff management, and event planning.

CAREER SUMMARY

Pharmacy Technician Level A, Walgreens Pharmacy, Blue Ash, OH, 1994–12/2004

Completed training program to become PTLA while working as cashier.

Main source of flow for prescriptions—analyze prescriptions; type prescriptions; and count, compound, and dispense drugs. Order drugs and supplies. Provide extensive, caring, and informed customer service—established loyal customer base.

Access insurance company computers—set up prescriptions, calculate supply and quantity, and apply knowledge of limitation of different insurance plans. Cashier, send and receive faxes, and answer 5-line telephone. Maintain customer records and profiles on nationally linked proprietary computer system.

Assistant Manager, Five Seasons Country Club, Cincinnati, OH, 1991–1994

Answered to Board of Directors and General Manager of catering and fine-dining establishment.

Supervised up to 30 employees in all aspects of food and beverage area of Club. Assisted chef with menu planning and food costs control. Instrumental in bringing about modernization of service styles. Initiated systems to improve efficiency and food service.

Service Manager, Maple Grove Inn, Cincinnati, OH, 1987–1991

Catering and fine-dining restaurant

Oversaw all food and beverage staff, up to 30 people. Assisted in planning and executing functions for catering and full-service dining room. Purchased and maintained alcohol inventory for lounge. Assisted chef with menu planning and food costs control.

Food and Beverage/Catering Manager, Holiday Inn, Covington, KY, 1980–1987

(now Sunset Horizon Inn)

Oversaw staff of 60+ people—purchasing, scheduling, event planning, budgeting. Assisted chef with menu planning. Involved with entire remodel and re-imaging of hotel and lounge—participated in selecting and training staff, initiating new procedures, and implementing new computer system.

PROFESSIONAL DEVELOPMENT

Ohio State Pharmacy Technician License—current

Pharmacy Training, Walgreens Pharmacy

Coursework in Accounting/General Business, Raymond Walters College/University of Cincinnati

J. Robert Martin

42 Covington Drive
Ottawa, Ontario K2L 4H9

Home: (613) 853-8146
Email: jrobm@internet.com

Business Process & Planning Specialist

Start-up Ventures / Information Systems & Technology / General Business

Specialist at planning and implementing processes to improve the effectiveness of business teams and business systems. Possess strong analytical and problem-solving skills and the ability to quickly determine how a process or system works, identify improvements, and envision any new procedures required. Excel at performing thorough research and synthesizing different ideas to create a complete process from the individual components.

Competent, dependable, self-reliant, and accurate professional, team player, and natural leader. Strengths include

- Strategic Planning & Growth
- Business Development & Growth
- Team Building & Leadership
- Project Management
- Revenue & Profit Maximization
- Communications Skills
- General Management
- Client Relationship Management
- Programming Life Cycle

Highlights of Achievements

- Prepared a report focusing on the future operations and structure of a start-up company. **Result:** Highlighted areas of improvement, reducing overlap and inefficiencies.
- Managed all aspects of a quarter-million-per-annum project. **Result:** Returned the project to profitability by managing contract scope and resources, as well as securing new revenue-generating opportunities.
- Initiated and led a discussion group for current and potential team leads. **Result:** Significantly shortened learning curve for new team leads and reduced training expenses.
- Initiated just-in-time training for team members lacking project-critical knowledge. **Result:** Significantly shortened learning curve for employees new to the technology without additional training expenses.

Professional Experience

Computer Support & Consulting, Self-Employed, Ottawa, Ontario

July 2003 to present

Environment: Small businesses and home offices requiring on-site and on-call assistance purchasing computer components, troubleshooting problems or software/hardware tutorials. Solutions often require learning new technologies quickly.

Sample Achievements

- Reduced or eliminated many program instabilities and errors from a computer system. **Result:** Significantly reduced computer downtime for small business owner.
- Evaluated and installed new software to access multiple file formats from different platforms. **Result:** System is compatible with all major file formats and platforms, greatly increasing efficiency of a core business function.
- Created procedures to streamline mass-mailing process. **Result:** Business now produces all mass mailings in-house, eliminating time and cost required to outsource the work.

Project Leader, Local/Global Technologies, Kingston, Ontario

July 2002 to July 2003

Environment: Start-up venture developing mobile electronic devices to automate logging, tracking, and reporting requirements for the trucking industry. Reported directly to the President on matters of marketing, company operations, internal structure, and policies.

Sample Achievements

- Designed customer-support policies in preparation for product launch. **Result:** Reduced training and issue resolution time while ensuring consistency when resolving customer-support issues.
- Managed team responsible for launching the company's marketing web site, as well as developed brochures and other marketing materials. **Result:** Increased awareness of the company in a professional manner, especially among potential clients and investors.
- Organized the company's first appearance at a national trade show. **Result:** Company and product were introduced to more than 12,000 attendees.

ANDRE MITCHELL

513-249-0090

9787 Covington Place, Apt. 7, Cincinnati, OH 45005

am@cinci.rr.com

Building Manager

Efficient and effective manager with experience in multiple facets of building construction, maintenance, and management and exceptional performance in critical areas of building safety, security, and tenant satisfaction. Maintenance/management experience includes multi-tenant commercial properties, food-service facilities, and entertainment venues as large as 25,000 square feet.

Skilled/licensed carpenter, HVAC technician, sheet metal fabricator, and auto mechanic with additional experience maintaining electrical and plumbing systems. Licensed real estate agent proficient at showing property and managing tenant relations.

General Manager: The Blue Note, Cincinnati, OH

1995–Present

Direct all business operations for 15,000-sq.-ft. nightclub with weekly revenues exceeding \$100,000. On board since start-up; put in place the operating procedures, security standards, and revenue safeguards that have been pivotal to long-term success and profitable operation of the club.

Recruit, train, and manage 42 staff. Manage financial operations, including monthly budgets, payroll, assessments, and inventory. Ensure compliance with all building and safety codes; oversee building maintenance, including A/C, plumbing, and electrical.

- ☑ **Site selection & construction:** Assisted owners in locating and selecting site in up-and-coming downtown neighborhood. Oversaw building construction and club layout. Represented owners at community meetings and before licensing boards.
- ☑ **Revenue protection:** Established foolproof ticketing system that eliminates non-paying guests and guarantees revenue accountability. Set demanding standards for door staff and hold them accountable.
- ☑ **Safety & security:** Created effective security system that minimizes use of illegal substances and promotes a safe environment—since launched, zero incidents. In demand as consultant to introduce similar systems in other Tristate-area clubs.
- ☑ **Community relations:** Instituted street-side crowd control to minimize neighborhood disturbances. Personally visible and accessible to all neighbors.
- ☑ **City agency relations:** Personally secured and maintained up-to-date city licenses for fire safety and building security. Built excellent relationships with Cincinnati Police and Fire Departments.
- ☑ **Staff loyalty & reliability:** In high-turnover industry, retained staff long term—including 3 bar staff and 3 coat-check staff since opening of club. Constantly improve staff skills through training. Create a positive, team-oriented culture.

Property Manager: Downtown Spaces Realty, Cincinnati, OH

1998–2002

Managed multi-unit commercial property with close attention to safety, building maintenance, and swift resolution of tenant issues.

- ☑ **Maintenance:** Created maintenance schedules and performed or supervised all aspects of maintenance, repairs, cleaning, and rules enforcement.
- ☑ **Management:** Showed property to prospective tenants; managed leasing and evictions; maintained excellent tenant relations through professional approach to building management.

DEREK STEPHENS

215 Churchill Street, Pittsburgh, PA 15212

412.322.1258

dstephens@msn.com

• MANAGEMENT CONSULTING • Certified Six Sigma Black Belt

Consummate Research Scientist with a **synergistic proficiency between technical disciplines and Six Sigma strategies** to successfully integrate analytical insight and business knowledge. **Highly motivated** with a responsible work ethic and a **solutions-oriented** focus within a demanding environment to impact long-term process improvements. A **professional communicator** with the ability to build relationships based on mutual respect, trust, and benefit.

Business Analysis and Team Development

- Apply cross-functional communications to interface with high-profile business clients, consultants, teams, agencies, professors, and students.
- Integrate strong quantitative and analytical skills to re-engineer business processes using the **Six Sigma methodology** leading to optimum business efficiency.
- Present scientific data and information to non-scientific communities while leading and participating on project teams.
- Play instrumental role in bringing new products to market. Improve processes to make products more robust.

Technical Expertise

- Design experiments for product analysis and formulate strategies to reduce process variation.
- Recognized internally as **technical expert** in optical thin films. **Submitted three intellectual property applications.**
- Apply highly developed technical discipline to create process improvements through data-driven decision making.
- Astute understanding of air-sensitive and solid-state chemical manipulations.
- Extensive hands-on experience utilizing chemical vapor deposition, solvo/hydro-thermal, high-pressure synthetic, glass-blowing, glove-box, and vacuum-line techniques.
- Computer Skills—Statistical analysis software: JMP
Silicon graphics crystallographic software: SHELXTL and Cerius2

WORK EXPERIENCE

SR. RESEARCH SCIENTIST, RRT Industries , Pittsburgh, PA	2001–PRESENT
RESEARCH ASSISTANT, University of Michigan , Ann Arbor, MI	1999–2001
RESEARCH ASSISTANT, Arizona State University , Tempe, AZ	1997–1999
TEACHING ASSISTANT, Arizona State University , Tempe, AZ	1997–1999
SYNTHETIC POLYMER CHEMIST, RRT Industries , Oak Creek, WI	1996–1997
RESEARCH ASSISTANT, Carroll College , Waukesha, WI	1996–1997

EDUCATION

Ph.D., University of Michigan, Ann Arbor, MI

Emphasis: Materials Chemistry

Project: Synthesis, design, characterization, and study of highly porous metal-organic materials for use in heterogeneous catalysis, gas and liquid separation, and storage applications.

M.S., Arizona State University, Tempe, AZ

Emphasis: Inorganic Chemistry

Project: Synthesis and design of single-source molecular precursors for chemical vapor deposition of group III nitrides for use in light-emitting diodes.

B.S., Carroll College, Waukesha, WI

Major: Chemistry

Minor: Business Administration

JOHN E. COOPER

822 Clayton Street
N. Las Vegas, Nevada 89032

Residence: (702) 938-5802
Cell: (702) 573-8137

Email: JohnEcooper@cox.net

TECHNICAL SALES REPRESENTATIVE TECHNOLOGY / COMMUNICATIONS / MANUFACTURING

First-class customer service—increased company revenue \$3 million

AS400, Cisco, WAN, Routers, Hubs, Switches, Network Servers, Lotus Notes, Visio, ATM

- Account Development
- Customer Needs Assessment
- Global Marketing Strategies
- Client Relationship Management
- Team Building and Leadership
- Vendor Negotiations
- Consulting
- Revenue Growth
- Technical Knowledge

Organized and self-directed manager with 15+ years of experience in the technology industry. Excellent communicator and sound decision maker with proven people skills. Consistently delivered multimillion-dollar projects on time and within budget. Trained new technicians and developed processes.

PROFESSIONAL EXPERIENCE

Network Design Engineer Sprint, Las Vegas, NV

1999–Present

Developed and maintain up to 225 business-to-business sales accounts both nationally and internationally. Supervise a team of 14. Coordinate with departments to prepare cost-effective solutions, provide buyer satisfaction, and create profits for the company.

- Achieved 25% reduction in customer turnaround and product delivery time—set a benchmark standard.
- Teamed with department heads to create an automated PC tool that enhanced tracking, coordination, and process flow.
- Brought customer service back online within 72 hours after 9/11 disaster.

Network Design Engineer Qwest Corporation, Denver, CO

1987–1999

Managed multi-network accounts throughout the United States, Europe, and South America. Prepared design and managed delivery to customers; assisted the sales teams in product review for cost-effective solutions for customers; monitored customer networks to ensure 100% usage of circuits.

- Enhanced the profit picture by ensuring 100% accountability for 200+ client accounts.
- Created a test system to identify potential configuration problems—saved time and expense.
- Reduced wasted duplication, met deadlines, and improved efficiency of information by maintaining close communication with other department managers.

Network Technician Level 3 Communications, Denver, CO

1986–1987

Lead technician overseeing the technical training, keeping informed of latest technology, managing customer accounts, and solving high-level problems.

- Developed a technician hands-on training process that reduced learning curve of new technicians.
- Initiated a high-speed upgrade project to support 800+ branch offices—the project was self-funded, was completed six weeks ahead of schedule, and returned \$3 million to the company.

OTHER EXPERIENCE

Line Chief, Jet Maintenance, United States Air Force

EDUCATION AND CERTIFICATIONS

Louisiana State University, Baton Rouge, LA
Studies in Business (2 years completed)

Pace University, New York, NY
Certified in Network Skills (12-week course)

Edward King

5 Falling Ledge Lane • The Woodlands, Texas 77381 • (936) 273-6785

QUALIFICATIONS PROFILE

Sales & Business Development

Well-educated professional offering a unique combination of professional skills. Successful educator and sales manager with core competencies in sales development, sales presentations, competitive market positioning, customer relationship management, teaching, training, and coaching. Excellent communication, organizational, and planning skills.

SALES EXPERIENCE

DIAMOND INTERNATIONAL, INC., Ontario, Canada

2002–Present

Area Manager & Distributor, Plink-o

Recruited by this Canadian-based vending machine manufacturer as an exclusive distributor to sell/lease a new product, "Plink-o Money Machine," to restaurants, convenience stores, and other retail establishments in Houston area. Assumed full responsibility for cold-calling and canvassing, sales presentations, contract negotiations, product delivery, and follow up. **Exceeded sales goal by 15%.**

TEACHING EXPERIENCE

Fifteen years of experience as a **Special Education Teacher** employed on educational grants within Texas, Massachusetts, New York, and New Hampshire. Taught all academic subjects and social and life skills to learning-handicapped, cognitively disabled, and emotionally disturbed youths in grades 5–12.

Houston School District, Houston, Texas	(2000–2001)
Nashua Children's Home, Nashua, New Hampshire	(1999–2000)
Worcester Public Schools, Worcester, Massachusetts	(1997–1999)
Seacoast Learning Collaborative, Kingston, New Hampshire	(1993–1996)
Crockett Intermediate School, Conroe, Texas	(1990–1992)
FM Black Middle School, Houston, Texas	(1989–1990)
Erasmus Hall High School, Brooklyn, New York	(1987–1988)

ACCOLADES FROM SENIOR MANAGERS

"Ed was extremely conscientious and worked hard to develop support programs for students...a dedicated professional."

Krista Osborn, Principal, Houston School District

"Ed shows a general desire to serve the children in his care...always presents himself in a professional manner."

Joanne Burdett Dion, Educational Director, Nashua Children's Home

"Ed's lesson plans were some of the best from my school, and he implemented them with success...his teaching style is firm yet flexible, caring and professional."

Jo Ann Beken, Principal, Worcester Public Schools

"You were our anchor in the BAC program...you did a great job in a tough situation."

Bourke Meagher, Principal, FM Black Middle School

EDUCATION

St. John's University, New York, New York, **MS, Special Education**

St. John's University, New York, New York, **BS, Management**

State of Texas General Special Education Certification • Certified Special Olympics Coach

Chantal Luz

24612 Railroad Lane
Fillmore, California 91333
chantal@hotmail.com

Home: 805-263-8611

Mobile: 661-263-1651

MARKETING / BUSINESS DEVELOPMENT / ACCOUNT MANAGEMENT ADVERTISING / MARKETING COMMUNICATIONS PUBLIC RELATIONS / SPECIAL EVENTS

Creative, dynamic, results-driven professional with expert qualifications in identifying and capturing market opportunities to accelerate expansion, increase revenues, and improve profit contributions across broad industries, markets, and accounts. Energetic, organized, self-motivated individual who is able to comprehend and manage multiple details while focusing on the overall picture. Natural communicator with strong motivational skills and the ability to build, produce, and succeed. Extensive travel.

- Proven ability to spot and analyze trends across product/services spectrum.
- Evolution of concepts into achievable business strategies.
- Product research, analysis, and justification for production.
- Negotiation and relationship-building skills; project planning and execution.
- Drive, visual creativity, and ability to reach objectives under demanding circumstances.
- Strong analytical and problem-solving skills with a focus on workable solutions.
- Creative and strategic planning abilities with solid implementation skills.
- Computer literate.

Career Highlights

SPECIAL PROJECTS COORDINATOR / PARTNER

1996–2001

Surgery Center—Granada Hills, CA

Authored the firm's strategic communications plan and orchestrated successful effort to establish corporate vision, mission, and values statement. Transitioned marketing focus to core customer types and segments. Architected new corporate advertising and client testimonial trade campaigns. Developed Human Resources materials such as employee handbook (researched laws with assistance of attorney) and confidentiality agreements; participated in hiring process of office manager.

- Built physician's name as **brand value**.
- Conceptualized ideas and worked with ad companies to develop ads and brochures.
- Developed marketing and advertising materials to attract new patients, educate the community, and build referral base among physicians.
- **Special events:** Set up educational seminars for the community and prospective patients, held both in office and at area hotels.
- Performed grassroots marketing to Chamber of Commerce, spas, gyms, salons, and other local businesses.

DESIGNER / OWNER

Claire de Lune by Chantal Luz—Montrose, CA

1999–2000

(concurrently)

- Started business from ground up. Designed a 30-piece line of fun, hip, contemporary sleepwear. Handled all creative, PR, and administrative functions. Retained and trained required staff to produce line.
- **Developed brand label** and showroom representation for market events.

KAREN M. MITCHELL

25 Adams Drive
Braintree, MA

kmitchell@yahoo.com

H: (617) 345-1457
C: (617) 505-4917

Business Marketing and Events Coordinator

Business Services / Hospitality / Business to Consumer / Special Events

PROJECT MANAGEMENT—FINANCIAL CONTROL—TRAINING & COACHING

Creative business manager and entrepreneurial professional with 15+ years of experience in a marketing management capacity. Team coordinator, leader in business development, and director of business operations. Consistently increased profitability and market expansion.

- | | | |
|--------------------------|----------------------|--------------------------|
| • Entrepreneurial Spirit | • Critical Thinking | • Problem Identification |
| • Employee Management | • Strategic Planning | • Profit Improvement |
| • Staff Training | • Business Startup | • Idea Generation |
| • Financial Control | • Time Management | • Relationship Building |
-

PROFESSIONAL EXPERIENCE

T&T PARTNERSHIP, Boston, MA

Operations Manager, Partner

1985–2002

Directed all operations and marketing activities associated with multi-business partnership. Developed and initiated organization and operating plans; recruited staff; conducted demographic research; and initiated creative marketing strategies that grew second-year business **300%** over year one. Maintained client retention at **90%**. Focused on quality customer service, standards, and price strategies to keep a competitive edge. Controlled financial operations and budgets up to **\$500K** for multi-business partnership. Implemented marketing strategies that created and retained new business.

MASSACHUSETTS SPECIAL OLYMPICS, Boston, MA

Co-Director and Coach of Figure Skating

1990–1999

Coached and organized figure-skating events at the Massachusetts Summer Games. Supervised participants and sporting events. Achieved maximum student participation. Organized and recorded all qualifying and winning scores of each athlete in all events.

EDUCATION AND PROFESSIONAL TRAINING

Boston University, BA Candidate (2 years completed)
American Academy of Dramatic Arts, Theatre

ADAM RHINEHART

1813 Buttonwood Trail, North Miami, FL 33179
305-934-3819 • ar1149@verizon.net

CAREER PROFILE

- Organizer with planning "know-how" and 16 years of supervisory and administrative experience.
- Team player with excellent problem-solving and analytical skills.
- Effective communicator (written and verbal).
- Master of multiple details with a talent for reducing administrative inefficiencies.
- Calm demeanor under stressful conditions.
- Consistently achieve or exceed organizational goals.

PROFESSIONAL EXPERIENCE

9/84–Present Dade County Sheriff's Office, Miami, FL **Sergeant /Administrative Officer**

- Supervise a staff of 20 deputies involved in executing court mandates. Involves securing inmates and safeguarding facilities, equipment, contained areas, and inter-facility communications, including phones, intercom, radio, and public address system.
- Schedule work assignments and deployment of human resources. Conduct administrative review of incident reports, medical leave requests, and worker compensation reports; includes periodic reviews of materials, equipment, personal appearance, and demeanor.
- Train, motivate, conduct performance evaluations, and assess suitability for assignment. As a Field Training Officer, planned, scheduled, and coordinated Career Development classes for recruits.
- Participate in complex departmental budget meetings; review cost proposals and expenditure forecasts.
- Prepare semi-annual analysis of operational activity to provide the Sheriff's Office with data on divisional manpower and other resource allocations. Includes anticipated personnel needs, anticipated capital equipment improvements, and equipment needs.
- Responsible for compliance and enforcement of organizational policies and practices.
- Compile and disseminate a comprehensive annual report of the department's goals and objectives.
- Provide computer support, analyze computer shutdowns, and apply corrective procedures and system upgrades.

2 Years Bob Jones Golf Course, Sarasota, FL **Accounting Assistant**

- Responsible for general ledger balances, bankcard receivables, discounts, and chargebacks. Analyzed card member accounts and established date payments on delinquent accounts. Accordingly, advised customers of suspended account status.

6 Years U.S. Navy & Navy Reserve **Administrative Supervisor**

- Assigned as Administrative Supervisor of the Maintenance Management System aboard the USS *Nimitz*. Primary responsibility was to oversee all computer operations and troubleshoot failures and shutdowns.
- Assigned to the Naval Intelligence Command (requiring Top-Secret Clearance) to perform operational maintenance on highly sophisticated electronic equipment. Acquired experience on system schematics and troubleshooting down to the equipment and signal-flow level.
- Assigned to the Construction Battalion Unit. Principal role was in the planning and budgeting of major building projects. Scope of budget upwards of \$250,000. Led presentation team in promoting the need for re-allocating funding from other sources.

EDUCATION

- BA Business Administration, Florida Metropolitan University, Clearwater, FL, 1991, GPA: 3.64
- Courses in Supervisory Techniques, Models for Management, Advanced Writing Skills, and Positive Leadership

COMPUTER SKILLS

Advanced computer training in Windows 95/98/XP, MS Word, MS Excel, merges, macros, and forms.

Richard G. Scanlon

129 Northgate ➤ Clear Spring, MD 21722

Residence: 301.555.0567

rgscanlon@aol.com

Cell: 240.555.2426

Career Target: Insurance Claims Representative

Offering 15+ Years of Transferable Experience

Logistics Management ➤ Motor Vehicle Maintenance ➤ Repair ➤ Military Leadership

Specialized Skills and Experience

Class "A CDL"/TPM Endorsements
Qualified Road Tester Certification
Safety Inspections
Petroleum Supply

Logistics Management
Federal Contracts Management
Foreign Car Repair and Restoration
Computer Literacy

Relevant Experience

Tractor Trailer Operator Sealy Mattress

1995-present
Williamsport, MD

Established a reputation for reliability and efficiency in delivering company merchandise to warehouses and distribution centers throughout metro DC/Baltimore and surrounding areas. Work independently in planning and executing daily delivery routes while interfacing with warehouse supervisors, dispatchers, store managers, scale-house personnel, and state highway police. Accurately complete and record maintenance and safety inspections of the vehicle, adhering to all DOT standards.

Transportation Manager/Supervisor Government Contracting Services

1990-1994
Alexandria, VA

Managed a three-year, \$1.5M contract supplying comprehensive transportation services to the personnel and programs housed in Fort Ritchie, MD. Provided leadership and direction to a staff of 15-20 full- and part-time personnel; maintained oversight for a fleet of 125 motor vehicles. Established a vital link between the contractor and the federal government, earning high marks for efficiency and flexibility. Directed and controlled project resources to produce optimum results within the financial constraints of the contract. Held a federal security clearance.

- Collaborated with contract consultants in defining bid specifications regarding estimated man-hours and vehicle/machinery requirements.
- Hired and supervised military and non-military personnel, ensuring sufficient staffing levels for 24/7 operation coverage.
- Maintained a 95% vehicle readiness rate by establishing and maintaining effective maintenance schedules and seamless working relationships with numerous auto body and maintenance shops.
- Coordinated the logistics of transporting military and civilian personnel in and out of high-security sites.
- Collaborated with Military Police in motor accident follow-up, including review of accident reports; arranged for transport of accident vehicles for disposal or repair.
- Orchestrated the scheduling and instruction of driver safety and licensing training for personnel; made final recommendations for motor vehicle operators' license approval.
- Created and maintained an electronic spreadsheet to track employee hours for payroll.

WILLIAM NEVADA

8917 Central Avenue
Agoura, California 91301

818-753-2548
w_nevada@aol.com

Mature, proactive, results-oriented young professional seeking to apply extensive research and data experience to the **loan** and **investment** industries. Resourceful, efficient, honest, and highly ethical, with a strong work ethic. Quick problem solver while dealing with new concepts, systems, and procedures. Decisive and self-starting in implementation. Conscientious application of policies and procedures. Professional and articulate; qualified for client / customer interaction at all levels. Committed. Recognized for

- Competency and thoroughness
- Going above and beyond requirements
- Analytical aptitude
- Organizational skills
- Being meticulous and detail oriented
- Strong communication skills
- Outstanding customer service skills
- Patience and composure
- Upbeat and positive attitude
- Working well under pressure

SKILLS

Computer Microsoft Office Applications (Word, Excel, PowerPoint, Access)
SPSS
Extensive Internet research experience

Personal Excellent one-on-one communication
Consistently exceed expectations
Basic conversational Spanish

EDUCATION

Bachelor of Science, Kinesiology, Exercise Science. California State University, Northridge,
California, 2002 (Dean's List; GPA: 3.45)

EMPLOYMENT HISTORY

Forensic Biomechanics Assistant 2003
Gary Villareal • Pacific Palisades, CA
Perform research on various cars relating to auto accident investigations. Prepare presentations using various Microsoft Office applications.

Personal Trainer 2001–Present
Training Center • Flintridge, CA (concurrently)
Create personal and effective exercise programs for clients. Develop good professional relationships with clients.

Spinal Cord Injury Research Assistant 2002
Robert Sephears • CSUN, Northridge, CA
Conducted literature reviews of prior related studies. Composed compilation reviews of research. Organized and entered collected data.

CAROLINE SMITH

29 River Street, Norwalk, CT 06854
(203) 838-3052 • carolinesmith@snet.net

BANK TELLER

Superb customer-service skills honed by 15 years of retail experience to develop and maintain customer loyalty. Highly organized; keep all records with accuracy and thoroughness.

- Customer service
- Cashier transactions
- Strong communications skills
- Patience and humor
- Long-term customer relationships
- Team member
- Membership services, marketing
- Problem solving

PC proficiency in business applications, including MS Word, Excel, and Outlook.

PROFESSIONAL EXPERIENCE

Costless, Norwalk, CT

CASHIER / CUSTOMER SERVICE / MEMBERSHIP / MARKETING

2001–Present

- Control cash flow while ringing out customers. Keep lines of shoppers moving smoothly with courtesy and humor. Receive and direct patrons at the door.
- Work with security and loss-prevention issues.
- Develop customer relationships for long-term loyalty. Known for treating shoppers like family.
- Care for all client concerns: Sign up customers for Costless and American Express charge cards; communicate with main office; update membership accounts; offer general information and product availability by telephone and in person.
- Sell memberships to businesses and individuals in local-area towns. Upgrade current Members to Executive Membership for increased cash flow and customer loyalty.

PetPals, Norwalk, CT

JUNIOR MANAGER ON DUTY

1998–2001

- All aspects of opening and closing facility, including arming/disarming system, booting up computers, communicating with corporate office, counting store safe and register cash, and setting up the store.
- Created computer reports on sales, returns, and loss prevention for the corporate office.
- Motivated employees, developed customers, and oversaw animal care from ordering to sale.

Burger King, Norwalk, CT

JUNIOR MANAGER / SHIFT LEADER

1991–1998

- Opened kitchen and registers for breakfast. Observed strict food-service regulations. Met temperature and sanitizing standards.
- Supervised and motivated crew. Built solid relationships with patrons.

HealthDeli, Norwalk, CT

CASHIER

1988–1991

- Operated registers; assisted in deli; performed light stock work.
- Became knowledgeable about vitamins/supplements to advise shoppers. Worked to create trust with customers for lasting relationships.

Entrepreneurial Businesses, Norwalk, CT

HOUSE CLEANING SERVICE OFFICE TEMPORARY WORK

Prior to 1991

EDUCATION

Psychology, Norwalk Community College, Norwalk, CT

Thomas Owens

21 Revere Street
Westwood, NJ 07450

(845) 687-4499 (H)
(845) 535-3487 (W)
towens@aol.com

FINANCIAL PLANNER

PROFILE: Entrepreneurial, self-directed business professional with more than 20 years of experience running, growing, and developing a private business. Experienced in assessing risk for personal investments and for associates. Familiar with various financial products, including stocks, bonds, mutual funds, variable and fixed annuities, variable and term life insurance, disability insurance, and long-term-care insurance. Derive great satisfaction from assisting others in planning for their financial security.

STRENGTHS

- ♦ **Analyzed** and developed plan for disbursement of assets for two estates.
 - ♦ **Managed all stages of sales cycle**, including identifying targets, qualifying leads, uncovering needs, overcoming objections, following through, and closing.
 - ♦ **Seasoned**, savvy business professional with mature judgment.
 - ♦ **Developed personal investment strategy** that yielded total portfolio return of 10.5% per year for 10-year period ending 12/31/01.
 - ♦ **Adept at establishing rapport and trust** with individuals.
 - ♦ **Irreproachable** business ethics, honesty, and integrity.
-

PROFESSIONAL EXPERIENCE

OWENS PHOTOGRAPHIC, INC.

Scarsdale, NY

1990–Present

Owner

Commercial photography studio serving advertising agencies and corporations in NYC–metro area.

Organize, produce, and shoot various commercial projects for publication. Make frequent **sales** calls on prospective clients to **present** capabilities and examples of work. Identify prospective clients through **research** and **cold calling**. Conduct marketing campaigns through **direct mail** and **telemarketing**. Perform basic accounting functions such as paying and collecting bills and maintaining records.

- Built business from zero to more than \$600,000 by providing quality products and service.
- Major clients included IBM, Pepsi, *Reader's Digest*, AGFA Gevaert, and Brown, Inc.
- Initially prepared corporate tax returns.

COLOR IMAGES

Teaneck, NJ

1985–89

Studio Manager

Commercial printing and photography studio. Managed four photographers. Scheduled and coordinated photography projects. Interacted with clients on status of work. Provided photographic support when needed.

MILITARY

- USAF, Honorable Discharge

EDUCATION & CERTIFICATION

- **CFP** course requirement completion by 01/04
- **BA**, Major in History, Muhlenberg College, Allentown, PA

GREGORY LAWRENCE, C.P.A.

445 Sunset Lane
Vernon, NY 60194

glawrence@yahoo.com

Mobile: (914) 962-7835
Home: (914) 918-3499

CORPORATE ACCOUNTING • PUBLIC ACCOUNTING • TAXATION

Certified Public Accountant with a master's degree in accounting and taxation, and business management experience. Proven analytical and financial management skills. Critical thinker and creative problem solver with excellent planning and organizational strengths. Technical skills: MS Office (Word, Excel, Access, and PowerPoint), JD Edwards, and Peachtree Accounting.

KEY SKILLS

General Accounting ... Cost Accounting ... Financial/Business Analysis ... Asset and Liability Management
Cost/Benefit Analysis ... Financial Modeling ... Auditing ... Risk Assessment ... Working Capital

CAPABILITIES—ACCOUNTING/FINANCE

Education and training provided a solid foundation in:

- Setting up balance sheets, income statements, and cash-flow statements in compliance with GAAP.
- Analyzing financial performance of business operations, tracking and analyzing costs, and creating and implementing cost-control systems to achieve corporate objectives.
- Developing and administering budgets; familiar with capital budgeting process. Versed in the different types of corporations, consolidations, and tax advantages.
- Determining valuation of business assets, stock and bond prices, depreciation schedules, and pro forma statements. Creating capital asset pricing models and financial models.
- Calculating P/E ratios, DCF, EPS, discounted cash flow, and beta for equity security analysis.
- Devising portfolio asset allocation strategies and conducting risk assessments; developing business plans.
- Developing financial management and investment strategies for both individuals and companies.

EDUCATION

SIMMONS COLLEGE, NEW YORK, NEW YORK

M.S. in Accounting and Taxation, 2003

B.S. in Business Administration with concentration in **Finance, 1994**

Relevant Courses: Advanced Accounting, Intermediate Accounting, Managerial Accounting, Governmental Accounting, Auditing, Finance, Business Law, Cost Accounting, Tax Accounting

Certified Public Accountant—State of New York, 2003

BUSINESS MANAGEMENT EXPERIENCE

Store Manager (1995–present) / Assistant Manager (1992–1995): Value Stores, Inc., New York, New York

Promoted to manage financial and day-to-day operations of \$3 million business, including P&L, sales, merchandising, customer relations, inventory, security, human resources, and training. Scope of responsibility encompasses auditing financial records, processing payroll, managing cash, balancing drawers, entering inventory on computer system, adjusting inventory retail values, and preparing bank deposits and reconciliations.

Accomplishments:

- Significantly improved store's financial performance, bringing it from 10% under budget to 3% above budget within the first month as manager by
 - Assessing and realigning employee skills with appropriate tasks/functions.
 - Improving inventory levels and product mix on sales floor.
 - Reducing turnover, hiring and training quality candidates, and implementing a succession plan.
- Boosted profits 20% over prior year, sales by 4% annually, and budgeted profit forecasts by 6% per year.
- Winner of 3 Paragon Awards out of 15 managers in the district for achieving excellence in customer service and exceeding profitability/sales targets. Tapped as mentor, developing and training 25 new store managers.

ACCOUNTING / FINANCE / ADMINISTRATION

PERSONAL STATEMENT: After 13 years as a practicing physician, I'm changing career directions to follow my lifelong interest in finance and accounting. To that end, I am currently enrolled at the University of Maryland, where I am completing (12/04) my BS degree in Accounting. Following completion of this program, I plan to sit for my CPA exam and obtain my MBA from Rutgers State University and Master's in Accountancy from the University of Maryland.

My ultimate career goal is a senior-level corporate finance position. However, to achieve that level of position and responsibility, particularly considering my unique background in the health care arena, I realize that I need to start in a more junior position where I can gain practical, hands-on experience in corporate accounting and finance.

Key Qualifications:

- 3.8 GPA in accounting coursework.
 - Completion of 150-credit course on Business of Medicine.
 - Review and analysis of all financial and accounting statements of private practice.
-

EDUCATION AND TRAINING:

- **Bachelor of Science in Accounting**, University of Maryland, College Park, MD, 12/04—GPA 3.8
- **Business of Medicine Executive Certification Program**, Florida State University, Tallahassee, FL, 11/03
 - Marketing and the Management of Service Quality
 - Managing People/Development Strategies
 - The Business Environment of Health Care
 - Data-Driven Management
- **MBA** to be completed 6/06, Rutgers State University, New Brunswick, NJ
- **Master's of Accountancy** to be completed 11/06, University of Maryland
- **MD**, Northeastern Ohio School of Medicine, Rootstown, OH, 1985
- **Bachelor of Arts in Biology**, University of Rochester, Rochester, NY, 1979
- **Graduate Residency**—Family Practice, St. Thomas Hospital, Akron, OH, 1988

COMPUTER SKILLS:

- **Microsoft Excel Certification**, Career Blazers Computer Application Software Training
- **QuickBooks Pro Class**, 6/02

PROFESSIONAL EXPERIENCE:**RAMSEY MEDICAL GROUP**

Ramsey, NJ

1987–Present

Partner / General Practitioner

Large family practice. One of three partners. Responsible for patient care and practice management. Review and analyze all financial and accounting statements. Monitor monthly statements for accuracy and timeliness.

- Implemented new computer system to allow for online billing.
- Negotiated with HMOs for competitive rates.

VALLEY MEMORIAL HOSPITAL

Ridgewood, NJ

1994–1998

Chairman—Department of Family Medicine**VALLEY MEMORIAL HOSPITAL**

Ridgewood, NJ

1994

Member—Executive Committee**VALLEY MEMORIAL HOSPITAL**

Ridgewood, NJ

1992

Member—Hospital Credentialing Committee**NEW JERSEY MEDICAL SCHOOL**

Newark, NJ

1989–2001

Assistant Professor

CAREER FOCUS

COMPETITIVE INTELLIGENCE/INFORMATION RESEARCH

PROFILE

Successful leader with broad scope of management responsibilities in growth-oriented companies. Consistently maximized revenue and earning opportunities through cost containment and quality service delivery in competitive and very turbulent international markets. Proven communicator with refined interpersonal skills.

Design mechanisms to gather, identify, analyze, and disseminate *controlled* and *actionable* intelligence and research solutions from a variety of primary and secondary sources. Excel in developing information visualization to convey complex competitive dynamics in multivariate ways. Solid knowledge and understanding of retrieval techniques to effectively evaluate and extract accurate, reliable, and relevant information from commercial databases utilizing current technologies, methodologies, and research tools. Strong investigative market research and analytical skills to effectively retrieve, organize, catalog, synthesize, and evaluate information in response to diverse research requests utilizing current technologies, tools, and resources.

Combined expertise in the following:

**Corporate Profiling • Information Visualization • Online Search & Retrieval • Channel Development
Customer Service • Contracts • Strategic Business Planning • Training & Development
Production & Operations • Pricing & Budget Management • Team Management**

EDUCATION

- ❑ **Master's Degree in Library and Information Science**, University of Maryland, Baltimore, MD, 2003
(GPA: 4.0/4.0)
 - *Independent Study: Measurement of Social Capital of Competitive Intelligence (CI) Professionals: an exploration of networks, trust, and performance issues in organizations*
 - *Recipient, Full Tuition Merit Scholarship, Department of Library and Information Sciences*
- ❑ **Master's Degree in Sound and Vibration Studies**, California State University, Fullerton, CA, 1990
- ❑ **Bachelor's Degree in Electrical & Electronics Engineering**, University of Texas, Dallas, TX, 1982

INTERNSHIPS, FIELD PLACEMENT & PROJECT WORK

- ❑ **Systems / Programmer II** **05/2003–Present**
Department of Otolaryngology, Johns Hopkins University Medical Center, MD
Evaluated and recommended top-ranking software-configuration management tools. Designed, constructed, and implemented an Information Resource Center prototype utilizing the Perforce engine for the Medical Virtual Reality Center, a research laboratory for testing balance disorders in humans.
- ❑ **Reference Intern** **05/2002–Present**
Middleton Library, University of Maryland
Research information requests from faculty, students, and the public. Deliver answers to complex reference questions using OPAC, subscription databases, print resources, and Internet research tools. Provide reference desk support.
- ❑ **Information Research Assistant (Practicum)** **08/2003–12/2003**
Hunt Library, Carnegie Mellon University, PA
Compiled and organized Competitive Intelligence information resources on the pharmaceutical / biotechnology industries. Constructed an HTML-based business guide to support the academic research needs of CMU's faculty, students, and staff.