

# NAME

Address  
City, State, Zip

Phone  
Email

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## SUMMARY

Bilingual (English/Spanish), multi-functional, dependable, self-starter in Latin America region. Consistently exceed expectations in all tasks given. Performed accounts payable, accounts receivable, cash management, and administrative functions.

## PROFESSIONAL EXPERIENCE

**COMPANY, CITY, STATE**

**YEAR –YEAR**

*(\$45 million medical device distribution organization serving all Latin American markets)*

**POSITION**

Year-Year

Provided administrative and clerical support to staff. Handled miscellaneous routine clerical functions such as ordering supplies, filing, and sorting mail.

- Supported customer service with all documents and invoices making sure everything was in accordance with company policy. Filled in for customer service representative inputting orders.
- Performed receptionist duties. Answered/directed telephone calls and greeted clients and customers.

**POSITION**

Year-Year

Prepared all FedEx shipment invoices. Examined accounting documents (customer checks, expense reports, and invoices). Verified compliance with corporate policies/procedures.

- Corrected variances from policies/procedures by contacting originator of documents, explained problems, and requested corrected forms or additional documents be submitted.
- Coded documents in accordance with chart of accounts.
- Handled voucher transactions (cash application and payment) and entered on-line data.
- Reconciled bank account, updated cash register, and prepared bank deposits.
- Performed accounts payable/receivable. Analyzed problems by examining all transactions; sourced documents and contacted appropriate party to achieve resolution.

**COMPANY, CITY, STATE****YEAR – YEAR**

*Company Description (Always include a 1- or 2-line company description below each company name.)*

**POSITION**

Handled customer service, performed vault teller and cashier duties. Issued new accounts, processed drive up transactions, trained new tellers, and ordered bank supplies. Handled back office-branch balancing, also completed general ledger operations.

**COMPUTER SKILLS - SPECIAL TRAINING**

MS Word, MS Excel, J.D. Edwards Systems and Group Wise  
Computer programming and operations curriculum at  
Computer Programming & Development Institute, CITY, STATE  
Courses in Computer Science UNIVERSITY, CITY, STATE  
Intermediate knowledge of Portuguese

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**CAREER SUMMARY**

Customer Service Manager with progressive responsibilities in employee benefits administration of health, life, long-term disability, cobra programs, plan provisions and ERISA compliance regulations. Strong background in problem solving, issue analysis, process improvement and analytical team development. Demonstrated ability to work closely with employees of diverse backgrounds, senior management and union representatives on challenging benefit issues and timely resolutions.

**PROFESSIONAL EXPERIENCE**

**COMPANY, CITY, STATE**

**YEAR-YEAR**

*Corporate Headquarters of Fortune 200 firm is a leading supplier of automotive seating, interiors and batteries and facility management and control systems to over 70,000 customers worldwide.*

**Benefits Customer Service Manager**

**YEAR-YEAR**

Managed customer service unit and three customer service representatives with reporting responsibilities to Director of payroll and benefits. Provided leadership in areas of quality customer service and problem resolution for internal and external customers. Launched customer service unit. Developed and revised job descriptions for customer service representative positions. Coordinated mass mailing of communication announcements to Human Resource representatives at more than 100 divisional sites nationwide.

- Interviewed and recommended potential customer service candidates for hire to ensure effective skills and qualifications in support of service standards required to resolve benefit issues for 30,000 employees.
- Organized weekly meetings with team to discuss and resolve issues, ensure calls and inquires were processed expediently and identify suggestions for continued process improvement.
- Established feedback loop and maintained working relationships with Corporate and Divisional Human Resource departments to ensure consistent quality service delivery.
- Served as key content expert and process facilitator in the successful reengineering and transition of Long Term Disability Administration to Benefits Department Daily Operations Team.
- Processed and downloaded terminated employee records to Consolidated Omnibus Budget Reconciliation Act (COBRA) and Health Insurance Portability Accountability Act (HIPAA) database and coordinated daily and timely mailing of notices to employees to ensure compliance with ERISA regulations.

**Benefits Customer Service Manager** *(Continued)*

- Converted from manual to automated call log system to allow tracking of number and type of incoming calls. Monitored teams use of system and real time access to all detail on any benefit issue calls.
- Created and utilized excel spreadsheet to track progress of approximately 30 employee benefit appeals monthly. Researched and summarized issues for Employee Benefits Administrative and Policy Committee vote, achieving 30 day resolution in 70% of appeals while ensuring ERISA regulations were met.
- Participated on Diversity Retention Group to design and implement diversity initiatives, allowing recognition of all participants in team driven activities for Corporate Division. Presented recommendations on "Employee Appreciation" to Steering Committee.

**Benefits Assistant**

YEAR-YEAR

Direct responsibility for administration and processing of pre-tax 125 spending and long term disability plan benefits with reporting responsibilities to Manager of Benefits Operations. Reviewed and researched claims for timely submission to plan administrators and payment notification to Corporate Payroll Department.

- Counseled Human Resources representatives at more than 100 divisional sites nationwide on LTD plan design, policies and procedures to ensure employees eligibility and qualification for disability benefits.
- Administered Pre-Tax 125 Spending Plan for more than 4,000 active employees. Reviewed and processed on consistently timely basis 125-250 pre-tax health and dependent/elder care claims weekly. Result: prompt payroll reimbursement to employees.

**Administrative Assistant**

YEAR-YEAR

Processed health insurance claims for approximately 20,000 employees. Processed monthly insurance premium payments for multiple plan administrators and suppliers. Revised summary plan description booklets for multiple union plans. Reported responsibilities to Manger of Benefits Department.

**EDUCATION**

BA, Business &amp; Management, Alverno College – CITY, STATE

Certificate in Human Resources Management, Alverno College – CITY, STATE

Seminars and Workshops in areas including: Diversity Training, Exceptional Customer Service, How to Supervise People, How to Handle Difficult Customers and Positive Power and Influence Program

**PROFESSIONAL COMPETENCIES**

Knowledge of MS Word, Word for Windows, Excel, PowerPoint and Peoplesoft

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**SUMMARY**

Experience as a Manufacturing Operator and Lead Medical Device Supervisor. Special skills include the use of calipers and electronic measuring instruments that verify tolerance. Performed all tasks in compliance with regulations and standards, including GMP and ISO. Dependable and conscientious worker who learns quickly and a reliable team leader.

**PROFESSIONAL EXPERIENCE**

**COMPANY, CITY, STATE** **YEAR-YEAR**  
*Company Description (Always include a 1- or 2- line description about the company.)*

**Line Lead Supervisor** YEAR-YEAR

- Assigned responsibilities for 15 operators in the production department.
- Cross-trained new employees in department processes and equipment to ensure production competency.
- Performed and recorded final test operation of clinical units including high and cold temperature test, ambient test and pyro test.
- Performed glue operation and UV light curing.
- Recorded test data, applying statistical quality control procedures.

**Assembler** YEAR-YEAR

- Assembled brick housing and barrel components, including pressing, height testing, oven curing and packaging.

**COMPANY, CITY, STATE** **YEAR-YEAR**  
*Company Description (Always include a 1- or 2- line description about the company.)*

**Senior Electronic Assembler**

- Stuffed and hand soldered P.C. Boards. Identified electronic components utilizing color-codes, schematic and mechanical blueprints.
- Provided Engineering support in rework, testing and reassembly.

**COMPANY, CITY, STATE** **YEAR-YEAR**  
*Company Description (Always include a 1- or 2- line description about the company.)*

**Electronic Assembler**

- Managed hand soldering, touch up and rework on P.C. boards. Wired cables, connects and harnessing.

**EDUCATION**

Certified Electronic Assembler, Technical School: Center for Employment Training  
Certificate in Soldering, Regional Occupational Program

## NAME

Address  
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Home: (000) 123-4567  
Cell: (000) 123-4568  
Email

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### CAREER SUMMARY

President/General Manager with diverse operations, engineering, finance and marketing experience in multi-plant, international industrial manufacturing companies (\$10m to \$150m). Visionary leader who drives organizational change by envisioning strategy and coaching and engaging the organization. Full P&L responsibility with consistent track record of profit improvement and turnaround through implementation of world-class manufacturing and process re-engineering. Demonstrated success in strategic planning and market targeted product development to gain global market share.

### PROFESSIONAL EXPERIENCE

**COMPANY**, City, State

**Year - Year**

*\$75 million manufacturer of thermal processing equipment with four manufacturing facilities serving semiconductor, electronic, automotive, chemical and metal working industries. Additional \$80 million sales through Japanese market and \$5 million sales through Chinese market.*

#### Position

Full P&L responsibility for this multi-plant international company. Directed staff of 500 during implementation of aggressive turn around and transition strategy. As Director, monitored and approved strategic decisions.

- Developed strategy to transform company from high cost niche player to global competitor in broad markets by rationalizing product portfolio to leverage technology base and repositioning products as “superior performance at competitive price”.
- Improved operating profit from 5.5% to 14.2% of sales by consolidating two satellite plants and three warehouses into main plant, which reduced fixed cost 34% and improved labor productivity 19%.
- Increased sales 1500% during 30% decline in market by introducing new line of burn-in chambers, which allowed entry into OEM market.
- Increased sales volume 600% in a flat market and increased profit margins 46% by introducing configurable line of test chambers with technically superior performance at 41% discount.
- Initiated new program to implement cellular manufacturing. Reduced work in process 68%, cycle time 72%, and improved on time delivery from 7% to 84%.
- Engaged organization in product development process change from one time engineered specials to configurable products to attack target markets, and introduced 12 new products in 18 months.
- Expanded and rationalized distribution in Europe, Asia and Latin America to participate in previously unserved 30% of world market.
- Doubled operating profit, reduced working capital 23% and divested non-performing assets that improved by \$3.2 million in one year.

**COMPANY**, City, State

**Year - Year**

*\$150 million manufacturer of flow measurement and control instrumentation for semiconductor, chemical and petroleum industries.*

**Position - Unit or Division**

**Year - Year**

Managed 850 people at two domestic, one Asian and two European facilities. Responsible for global sales and gross profit.

**Position - Unit or Division**

**Year - Year**

Managed 300 people at one domestic facility. Responsible for sales and gross profit at Pennsylvania operation.

- Changed organizational culture from confrontational to supportive team where manufacturing, engineering, quality, purchasing, marketing and sales jointly drove rapid response to market changes and instant response to customer demands.
- Developed strategy to improve operating profit in Asian operation from negative 30% to positive 6% by rationalizing sourcing, right sizing operation, and implementing demand/pull manufacturing.
- Improved gross profit at all domestic and international profit centers by implementing focused factory concept, global sourcing, integrated quality system and product redesign. Gross profit improved from 10% to 36% in Asia, 26% to 37 % in Europe and from 32% to 48% in America.
- Reorganized into six focused factories serving ten customer groups in four distinct markets with unique products and competitors. Improved on time delivery from 17% to 95%, reduced lead time 68% and reduced cost of quality 64%.
- Established first fully integrated company quality program which achieved world-class benchmarks including ISO 9001 certification, "Partnering for Total Quality" award from SEMA-TECH (semiconductor industry) and became sole company in industry to be qualified for NUPIC (nuclear industry consortium).
- Implemented continuous improvement program, which reduced fixed cost 39% and warranty cost 82%, improved hourly labor productivity 8.2% per year and salaried labor productivity 5.4% per year with resultant reduction in workforce while sales doubled.
- Laid foundation for supplier management by reducing number of suppliers 62%, creating formal communication channels to address quality issues, and initiating supplier qualification program which eliminated receiving inspection, reduced material inflation by 2.8% per year and improved supplier on time delivery from 58% to 84%.

#### **EDUCATION**

MBA, University, City, State

MSIE, University, City, State

BSME, University, City, State, Country

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### **CAREER SUMMARY**

Diverse experience and success in the fields of finance and accounting. Dependable, flexible, and organized. Enjoy being in a team environment as well as providing leadership. Excellent customer relation's history, supervisory background, communication skills, and computer software knowledge.

### **PROFESSIONAL EXPERIENCE**

**COMPANY, CITY, STATE**

**YEAR-YEAR**

*Company Description (Always include a 1- or 2- line company description below each company name).*

#### **Qualified Plan Administrator**

Managed customer base of 50-70 accounts by providing excellent customer service and thorough reporting.

- Implemented spreadsheet to enhance the report generation process, which reduced turnaround time from 20 to 10 days.
- Achieved a team goal of timely deadlines by implementing new procedures for government reporting.
- Reconciled assets of retirement plans by analyzing trust statements and utilizing spreadsheets, which resulted in accurate report generation and increased customer satisfaction.

**COMPANY, CITY, STATE**

**YEAR-YEAR**

*Company Description (Always include 1- or 2- line description about the company.)*

#### **Assistant Controller**

Prepared financial reporting on a monthly basis for seven locations.

- Gathered and organized information by implementing spreadsheets, which resulted in accurate financial reporting.
- Managed accounts receivable, which included writing a procedures manual.
- Interviewed potential associates and trained employees.



**COMPANY, CITY, STATE****YEAR-YEAR***Company Description (Always include 1- or 2- line description about the company.)***Account Executive**

YEAR-YEAR

Team leader in the staffing, training, and supervision of the division's accounts receivable efforts.

- Analyzed, established, and modified credit terms and credit lines of customers with a potential receivable exposure of \$25,000.
- Managed account base of 3,500 accounts with a \$10.5 million exposure.
- Achieved a company high current accounts receivable of 96.1%.
- Designed and implemented training of employees, which included developing a procedures manual.

**National Account Supervisor**

YEAR-YEAR

**Credit Analyst I, II, and III**

YEAR-YEAR

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

Bachelor of Science, Finance, Economics Minor

St. Cloud State University, CITY, STATE, Graduated Cum Laude.

Front Line Leadership Program, Supervisory Skills for Women, and Advanced Qualified Plans Seminar.

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Email

(H) 123-4567  
(Cell) 123-4568  
(Fax) 123-4569

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## CAREER PROFILE

A Senior Research and Development Executive with strong skills in the areas of process engineering, project management, strategic and tactical planning, and staffing. Technical expertise in precision engineering with an emphasis in substrate technologies, polishing, texturing, cleaning, metrology, and yield and failure analysis.

## PROFESSIONAL EXPERIENCE

### COMPANY

Year - Year

*Company Description (Always include a 1- or 2-line company description below each company name.)*

### Position, City, State

(Year - Year)

- Managed the low-cost glass substrate development project resulting in 6 invention proposals and associated patent applications.
- Defined the process strategy and managed the development of the high temperature ultra super polish substrate providing a cost effective high volume 2 angstrom surface finish substrate.
- Directed the development and worldwide conversion to an improved aluminum substrate for advanced products.
- Supervised 35 technical members of the Research and Development organization responsible for process and material technology used in the plate, polish, texture, clean and metrology operations prior to sputter.
- Led the 5-person team that defined the company's 4-year process technology strategy.

### Position, City, State

(Year - Year)

- Managed the development and introduction of the key mechanical process technology for 2 microinch glide height products. Translated this technology to 5 different form factors.
- Investigated and identified the fundamental metal working technology that has been utilized in all subsequent mechanical texture processes.

### Position, City, State

(Year - Year)

- Managed the development of a post carbon process that resulted in a mechanical performance improvement of 30%.
- Designed and selected new lubrication equipment and defined the initial process.
- Developed initial process and selected in-line automated texturing equipment.
- Developed a low-cost 4-microinch-glide height texture process allowing use of existing process equipment.

**Position, City, State** (Year - Year)

- Achieved a 40% reduction in cycle time and 50% cost reduction stock removal process.
- Developed a circumferential texture process, which eliminated magnetic phase margin errors.
- Codeveloped and implemented a cleaning/drying process that had a 50% lower capital cost and 100% throughput improvement over the previous technology.

**COMPANY, City, State** Year - Year

*Company Description (Always include a 1- or 2-line company description below each company name.)*

**Position** (Year - Year)

- Reduced polishing cycle time 50%, increased 7-microinch-burnish yield from 20 to 80% and improved substrate yield by modifying cleaning process prior to plating.
- Selected, procured and installed front-end process equipment for a new \$20 million production facility.

**COMPANY, City, State** Year - Year

*Company Description (Always include a 1- or 2-line company description below each company name.)*

**Position** (Year - Year)

- Directed the implementation of 4 new production processes in magnetic coating, lubrication, buff, and cleaning.
- Established a Receiving Inspection Department and system for aluminum substrates.
- Instituted a formal process documentation and change control system.
- Supervised mechanical design and retrofit of various process equipment.

**Position** (Year - Year)

- Developed diamond-machining technology for production of optical and mechanical components and memory disk substrates.
- Received Manufacturing Division High Individual Contributor Award in YEAR for work in precision machining.
- Interfaced between Design and Manufacturing Engineering on implementation of a new family of copiers.

**EDUCATION**

B.S.M.E, University, City, State

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## PROFILE

A highly experienced and professional Supply Management Analyst with significant information technology experience. An expert with several procurement systems including: Oracle, Ariba, and SAP. Has extensive skills and experience in systems implementations, end-user training and support, and documentation.

## ADVANCED SKILLS

**BUSINESS SYSTEMS:** Oracle ERP Applications, versions 11i (including Workflow), 10.7 NCA, 10.7 SC, 10.7 Character, and iProcurement. Ariba ORMS, versions 5.4, 4.0. Some SAP experience.

**TOOLS:** Oracle Discoverer 3.0, Oracle Browser 2.0, Remedy Action Request System 4.0.

**SOFTWARE:** Microsoft: Outlook, Internet Explorer, Word, Excel, PowerPoint, Project, NetMeeting, and FrontPage. Netscape, Visio, SnagIt.

## PROFESSIONAL EXPERIENCE

**COMPANY**, City, State **Year-Year**  
*Company Description (Always include a 1- or 2-line company description below each company name.)*

### **Business Systems Analyst**

**(Company 11i Implementation Team)**

Year-Year

- Served as an intra-corporate Oracle Purchasing expert developing solutions for several Company divisions.
- Functioned as a team member of a pioneering group created to capitalize on internal resources to implement Oracle applications throughout the corporation.
- Completed training of the Oracle 11i Purchasing, Supply Chain, and Workflow modules.
- Evaluated corporate functional business requirements, business processes, and legacy system functionality.
- Developed and tested solutions for all applications resulting in successfully replacing all legacy systems with Oracle 11i.

### **Business Systems Analyst**

Year-Year

- Developed several electronic training and user guides with Hyperlink functionality, accelerating the new user training process.
- Provided functional and technical support to hundreds of end-users of Oracle Applications and Ariba ORMS systems, resulting in frequent positive feedback to IT.
- Redesigned Oracle 10.7 Purchasing to fit a drop-ship business model, and implemented a fully automated solution on time and on budget.

**Business Systems Analyst (Continued)**

- Expanded local Oracle Purchasing applications to several additional Company divisions meeting aggressive project deadlines.
- Developed test plans and successfully tested Oracle Applications for compliance as part of a task team.
- Spearheaded a site-level effort to convert non-production purchasing activity to a corporate Ariba ORMS system, and implemented several commodities on time and on budget.
- Created reports for multiple organizations on Oracle Discoverer 3.0, and subsequently trained the requestors to be self sufficient on the application.

**Systems Coordinator and Materials Management Analyst  
(Oracle 10.7 Implementation Team)**

Year-Year

- Served as the Purchasing legacy systems and business processes expert on a large-scale implementation project.
- Developed and tested solutions for materials management applications resulting in successfully replacing all legacy systems with Oracle 10.7 on time and on budget.
- Created a comprehensive training curriculum and trained hundreds of end-users, resulting in a high level of user confidence and increased efficiency.

**Systems Coordinator and Materials Management Analyst  
(SAP Implementation Team)**

Year-Year

- Served as an intra-corporate Purchasing expert developing solutions for a remote Company division.
- Evaluated division-specific functional business requirements, business processes, and legacy system functionality.
- Developed and tested solutions for all applications resulting in successfully replacing all legacy systems with SAP.

**Systems Coordinator and Materials Management Analyst**

Year-Year

- Managed MRO purchasing system activity, including new user set-up and training.
- Designed and tested an automated purchase order number program, eliminating manual log sheets and increasing buyer efficiency.
- Solved several major inventory balance discrepancies, resulting in cost savings of over \$340,000.

**EDUCATION**

Professional Development Training  
Over 75 training courses including:

-Oracle 11i Workflow CBT  
-Oracle 10.7 Supplier Scheduling  
-Oracle 10.7 Manufacturing  
-PMAB Seminars  
-Cycle Time Reduction

-Oracle 11i Purchasing CBT  
-Oracle Discoverer 3.0  
-Oracle iProcurement  
-Communication Skills  
-Continuous Process Improvement

-Oracle 10.7 Purchasing  
-Oracle 10.7 Inventory  
-CPM Studies  
-Public Speaking  
-Stress Management

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Address

City, State, Zip

Phone (W) (123) 456 7890, (H) (123) 456 7891

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**Summary**

Experienced general manager, veteran of 5 start-ups. Senior Consulting and Fortune 500 experience base. Experience in strategy, technology, general management, marketing, sales, business development, contract manufacturing, and product management. Proven ability to launch profitable new operations, and develop, market and manage products in consumer and business products and services. Demonstrated team leader in both rapid growth and downsizing environments with the vision to initiate change, problem solve, and implement new processes while maintaining a positive environment. Keen sense of understanding customer and market needs, creating growth, retention, and penetration of new and existing markets. Effective sales leader. Excellent budget, financial, communication and analytical skills, and a proven track record of achieving bottom line results.

- COO, Internet Privacy Infrastructure Company.
- General Manager, international consumer marketing start-up. Grew to \$100MM in 3 years.
- President, start-up tabletop and office products custom manufacturer and distributor.
- VP Sales & Marketing, international high tech manufacturer seeking to enter US market.
- CFO, start-up relocation services company.
- Group Product Manager, \$500MM consumer durables company.
- Extensive years consulting and business development leadership. Own firm. Practice leadership. Extensive business development and sales management roles.

**Professional Experience**

**COMPANY**, City, State

**YEAR-YEAR**

*Company Description (Include a 1 or 2 line description about the company.)*

**Chief Operating Officer**

Performed day-to-day operational leadership of this Internet Company providing privacy infrastructure services B2B2C for major banks, HR outsourcing, and healthcare companies.

- Established organization structure, roles and responsibilities, basic business processes, policies, and procedures. Set product quality standards and measures. Managed technology development.
- Recognized as major role in fund raising, business development, management of key customers, and development of alternate strategy and business model.

**COMPANY**, City, State

**YEAR-YEAR**

*Company Description (Include a 1 or 2 line description about the company.)*

**Business Development Manager and Senior Consulting Manager**

Led business development in the west for this \$30MM national practice. Identified and qualified major opportunities, \$162MM. Assembled pursuit and proposal teams. Led proposal and close process. Managed ongoing client relations.

- Led consulting engagements of all sizes in strategy, technology, operational efficiency, and organizational effectiveness for clients in manufacturing, distribution, consumer products, airlines, transportation, high tech, financial services, information technology, utilities, higher education, and the public sector.

**COMPANY**, City, State

**YEAR-YEAR**

*Company Description (Include a 1 or 2 line description about the company.)*

**Senior Consulting Manager**

Created strategic plans, market entry, repositioning, retention, acquisition, penetration plans, and sales effectiveness plans and tools. Reengineered major processes including order-to-delivery, supply chain, HR, AP, parts resale, procurement, marketing, sales, and capital project management processes. Conducted IT strategic planning, and systems selections. Developed 5 major IT application market entry strategies. Custom developed sales force automation and direct marketing systems.

- Led consulting engagements of all sizes in strategy, technology, operational efficiency, and organizational effectiveness for clients in manufacturing, distribution, consumer products, automotive, airlines, high tech, financial services, publishing, information technology, entertainment.

**COMPANY**, City, State

**YEAR-YEAR**

*Company Description (Include a 1 or 2 line description about the company.)*

**Managing Director Consulting**

Led this 17-person management consulting practice focusing on strategy, customer segmentation and needs mapping, marketing, sales effectiveness, and distribution issues. Full P&L responsibility.

- Trained staff in consulting techniques and sales. Managed utilization, project profitability, quality, and customer satisfaction. Led sales effort to penetrate major accounts resulting in growth of the practice to \$5 Million.

**Education**

BA Political Science, Princeton University, City, State