

# Robert Smith

## Administrative Manager

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

More than 16 years of experience in customer service and support with recognized strengths in accounts payable, problem-solving and troubleshooting, employee mentoring, and planning/implementing proactive procedures and systems to decrease expenses and increase employee productivity and morale. Excellent working knowledge using Microsoft Excel, WordPerfect, Microsoft Office, Quickbooks and Brightree software used for medical billing.

### **WORK EXPERIENCE**

#### **Administrative Manager** **ABC Corporation - 1995 - 2000**

##### *Responsibilities:*

- Promoted to manager position to recruit, train and supervise 150+ customer service reps and cashiers.
- Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance.
- Manage front-end operations to ensure friendly and efficient transactions at checkout.
- Reduced staff turnover by 15% in 2008, benchmarking a record-setting improvement in staff retention due to the success of employee-development and morale-building programs.
- Elevated stores guest-satisfaction index from 86% to 97% within two years; ensured the swift resolution of customer issues to preserve customer loyalty while complying with company policies.
- Served on special taskforce charged with turning around under-performing stores.
- Trained CSRs and managers in five struggling stores, and contributed to significant improvements in guest satisfaction, sales and audit scores.

#### **Administrative Manager** **ABC Corporation - 1994 - 1995**

##### *Responsibilities:*

- Responsibilities
- Managed Administration of a \$1M+ volume retail store that exceeded sales & budget within two months of tenure, the associates had received a bonus for the first time in over two years
- Interviewed, hired, presented-on-boarding orientations including health benefits
- Trained all new associates on the cash register, scheduled, administered payroll, evaluations and terminations
- Bookkeeping responsibilities included balancing a cash vault, tills and daily bank deposits
- Responsible for all accounts receivables, payables, shrinkage, defective reports that included theft, store use and warehouse damages
- Reduced shrinkage from previous year \$87,000 to []

### **SKILLS**

Program planning and training, Knowledgeable on military and logistics/supply procedure, Conflict Management skills, Office Management, Recruiting/Retention, Excellent leadership and communication skills, E-verify/I-9, Drug Screens, TWIC Card.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

Diploma - (Poplar Bluff High School Graduate - Poplar Bluff, MO)