



# SOPHIA BROWN

## Back Office Manager

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Bringing a wealth of experience in back office management, I have successfully driven operational improvements that enhance overall efficiency. My expertise in team leadership, compliance, and process optimization has consistently resulted in exceeding organizational objectives. I am passionate about cultivating a high-performance culture that supports strategic growth and continuous development.

### WORK EXPERIENCE

#### Back Office Manager

📅 Jan / 2018-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Oversaw daily operations, including client billing, payroll management, and onboarding processes.
2. Led a team of 2 direct reports, effectively managing multiple contracted accounts.
3. Acted as the primary escalation point for back-office issues, resolving conflicts and ensuring smooth operations.
4. Maintained compliance by updating and organizing policy documentation within shared drives.
5. Conducted audits on billing and payroll processes to ensure adherence to compliance standards.
6. Delivered accurate reports to clients through preferred methods, including direct email and VMS tools.
7. Developed and maintained detailed billing records across various accounts using Excel spreadsheets.

#### Back Office Manager

📅 Jan / 2015-Jan / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Coordinated between sales and finance departments, ensuring smooth contract management and invoicing.
2. Managed a new division dedicated to servicing travel agencies globally.
3. Handled booking arrangements and communicated updates to clients regarding travel itineraries.
4. Implemented staff training programs to enhance operational efficiency.
5. Supervised back-office functions related to account management and processing.
6. Conducted team training in a fast-paced environment to ensure high service standards.

### EDUCATION

#### Bachelor of Business Administration

📅 Jan / 2012-Jan / 2015

University of Michigan

📍 Denver, CO

Focused on management and operational efficiency principles.

### SKILLS

#### Data Management



#### Process Optimization



#### Office Administration



#### Decision Making



#### Conflict Resolution



### INTERESTS

🎧 Podcasts

🗣️ Language Learning

🎵 Dancing

🚴 Cycling

### STRENGTHS

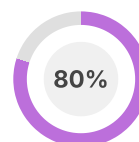
🔮 Intuition

👥 Leadership

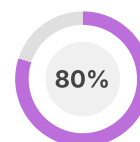
🎧 Listening

👤 Mentorship

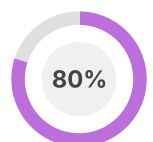
### LANGUAGES



English



German



Spanish

### ACHIEVEMENTS

🌟 Improved billing accuracy by 20% through streamlined processes.

🌟 Reduced onboarding time by 30% by implementing a new training program.