

# CLIENT A. NEW RESUME

Street Address • City, ST Zip • phone • email@address.com

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## ~ Operations Manager ~

### OBJECTIVE

Extensive experience and achievements show that delegating management responsibilities to me will increase profits, efficiency, and savings for your company. My advanced technological expertise and unmatched leadership achievements offer every business the chance to improve operations and that all teams accomplish more with me as a member. I am excited to produce these results for you.

### PROFESSIONAL EXPERTISE

- Profit Optimization
- Mission Fulfillment
- Human Resources & Training
- Business Management
- IT Integration
- Time Management
- Business Strategy
- Process Enhancement
- Data & Disaster Recovery
- Contract Negotiations
- Corporate Communications
- Budgets & Appropriation

### MANAGEMENT EXPERIENCE

**Operations and Technology Manager, Business American Solutions, City, ST** 2002 – 2010

- Managed 15 full-time staff and all internal and external IT service centers
- Improved first-call resolution to 95% from 20% within 3 years
- Saved company \$250,000 and reduced servers 50% by standardizing software and operations
- Coordinated and performed all staff employment and training activities
- Renegotiated 30 operations contracts securing 60% savings on all telecommunication costs
- Initiated cross training into weekly staff meetings for 3 divisions and new formal training sessions
- Produced \$200,000 in annual savings by implementing local and wide area networks
- Developed new customer service call center for \$500,000 savings and 20% efficiency increase
- Restructured call response system resulting in improved all staff and executives performance
- Inspired and implemented corporate disaster recovery manager; saved all company data as result
- Improved testing process by attaining new test lab and third-party contract for software quality
- Prepared and oversaw \$500,000 department budget
- Recruited to back to this company after 4 years of supporting competitor

**Network Manager, Cellular Corporation, City, ST** 1998 – 2002

- Planned and implemented multi-regional telecomm system serving international region
- Built electronic new data transfer network while enhancing data security software and firewalls
- Led wide area network up-time to 99.9% from 80% and monitoring 200 routers
- Managed and evaluated \$1 million budget
- Met and partnered directly with senior executives
- Promoted 3 times in 4 years

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## MANAGEMENT EXPERIENCE (continued)

**Helpdesk Manager, Corporation for Data, City, ST** 1996 – 1998

- Guided \$20 million call center tracking system and equipment modernization project improving service-performance 50% and achieving 99% overall accessibility
- Implemented cross training for 10 new employees and led regular meetings for 30 staff
- Increased efficiency by guiding division to paperless data management and communications
- Oversaw \$150,000 operations budget

**UNIX Database Administrator, JPD, Inc., City, ST** 1995 – 1996

- Developed and implemented fully-functional data security and analysis system
- Supervised 125 workstation staff and collaborated directly with president
- Won “LPC Lifesaver Award” for restoring data and sparing major losses during crisis
- Created and maintained masses databases

**Network/Systems Manager, Gates Tech & Associates, City, ST** 1993 – 1995

- Installed and maintained 100 networks generating 3-to-1 return on investment
- Trained and supervised 50 office liaisons increasing business by 25 accounts
- Recognized twice as “Technician of the Year”
- Developed and matched disaster recovery plans to multiple individual sites

**President & Founding Partner, Retail Computers, City, ST** 1991 – 1993

- Generated \$100,000 in annual retail sales by growing retail contracts from 1 to 10 in under 2 years
- Independently created and pioneered ascension of auction software that is now an industry standard
- Advised Internet, database, help desk, and other system development for multiple interests
- Provided extensive personal computer sales and support to all clients

## TECHNOLOGICAL EXPERTISE

- |                            |                |                                  |
|----------------------------|----------------|----------------------------------|
| • MS Operations Manager    | • Novell       | • Lucent Definity                |
| • MS Configuration Manager | • AS 400       | • Meridian Option 61             |
| • Cisco                    | • Citrix       | • Call Pilot Voicemail Messaging |
| • Unix Call Center         | • HP Open View | • Symposium                      |

## COMMUNITY LEADERSHIP

**Past President and Emergency Medical Technician, Community Ambulance, City, ST**

**Scoutmaster, Boy Scouts of America, City, ST**

## EDUCATION

**Computer Science and Math Studies, University of State, City, ST**

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