

# BOB BUILDER

7 Bob Way  
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(555) 555-5555  
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## MANAGER

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**Proven** management professional with 9+ years' experience providing successful leadership, team building and development with a history of meeting and exceeding goals and objectives. Seasoned decision-maker with solutions to problems facing many of today's organizations. Proactive professional with the ability to create and foster productive and efficient team-oriented environments where all employees are encouraged to reach and exceed their potential. Dedicated, hard working individual with the personal communications skills to work at all levels of the organization.

### Professional Skills and Abilities:

- Competitive Analysis
- Exceptional Negotiator
- Team Building, Coaching, Inspiration & Leadership
- Business Development
- Revenue Generation and Growth
- Organizational Cultures and Change Management
- Closing High Profile Business Deals
- Financial Management
- Customer Relationship Management
- Building and Maintaining Market Share
- Sales and Market Forecasting
- Process and Procedure Development
- Building Account Base
- Building Customer Loyalty
- Improving Operational Efficiency
- Building and Maintaining Professional Relationships
- Strategic Planning and Implementation
- Operations Management
- Business Management
- Identifying and Pursuing New Business Opportunities
- Utilizing Technology To Improve Operations
- Building and Leading Successful Organizations

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## RELATED PROFESSIONAL EXPERIENCE

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EYECARE, CINCINNATI, OH

2/05 – 12/07

### Business Manager

- Increased annual sales 35% by streamlining business processes and procedures through the development and implementation of a detailed plan. Provided the necessary leadership in change management and guided the employee teams to achieving specific goals and objectives.
- Reduced annual costs 55% by working and directing employee teams, purchasing and company management to communicate more effectively with vendors, suppliers and customers to reduce order mistakes/returns and damaged merchandise issues. In addition, changed packaging, shipping procedures and company administration to find and reduce wasteful spending.
- Increased customer satisfaction and retention by overseeing quality control in both shipping and product quality thereby ensuring what we told customers was what was shipped, it arrived as specified and would meet their needs.
- Performed market and industry analysis and ensured that product technology at Fairdale met or exceeded competitors.
- Developed and led employee teams focused on customer service and relations, product/service quality and meeting and exceeding company goals and objectives.
- Provided hands on management on a daily basis making critical business decisions affecting the overall success of the organization.

XYZ IMAGING, CINCINNATI, OH

8/02 – 2/05

### Business Manager

- Developed financial and business strategies and operated a small imaging business on a daily basis.
- Met and exceeded all goals and objectives.

**PROFESSIONAL EXPERIENCE (CONTINUED)**

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HERRING, INC., CINCINNATI, OH

5/95 – 8/02

**Business Manager (2000 – 2005)**

- Performed market and competitor analysis and improved pricing (and profitability), delivery time, product quality and supplier relations. Met head on customer concerns and ensured that products offered met their needs.
- Increased sales by \$1.6 million in 12 months through effective quality assurance practices, customer service and relations and the development, implementation and maintenance of a key IT system that tracked sales, customers and purchasing data.
- Wrote business proposals, negotiated key business contracts and effectively developed professional relationships with consumers and vendors.

**Operations Manager (1995 – 2000)**

- Led company to achieve \$1 million in domestic annual sales and provided an additional 25% increase in annual sales for three consecutive years. Called on former customers, identified product or service problems and developed plans to correct existing problems. Brought former customers back to the company and built stronger professional relationships that nurtured strong bonds of trust and increased sales.
- Successfully negotiated with vendors the purchase of supplies, set delivery dates and parameters and networked with various suppliers to identify the best prices.
- Re-acquired lost customers and successfully closed the company's largest ever contract through the development and implementation of Enterprise level business to business process reengineering (BRP) efforts.

BIG BUSINESS CORPORATION, CINCINNATI, OH

3/91 – 5/95

**Operations Manager**

- Increased revenue 57% by improving food quality and presentation, temperature and menu selection.
- Reduced operating costs 63% by reducing food cost waste, negotiating prices with vendors and implementing a new training program to retrain employees on proper food production and storage techniques.
- Developed and implemented new policies and procedures pertaining to increasing productivity and reducing waste and operating costs with specifics about where and what improvements were needed.

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**CURRENT EMPLOYMENT**

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Framer, Bills Frame Shop, Cincinnati, OH

12/07 - Present

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**COMPUTER SKILLS**

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Proficient in the use of Microsoft Office Suite, Alpha 4, Windows 98/NT/XP on PC and OSX and Microsoft Office Suite on Macintosh.

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**EDUCATION**

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*Attended 3 Years Pursing a Bachelors Degree As Follows:*  
Environmental Science, Raymond Walters College, University of Cincinnati  
Business Management, Southern Ohio College

*Seminars and Courses Completed:*  
Business Analysis, Application Integration Techniques  
Discipline in TQM Practice