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JOHN HLOOM

123 Park Avenue, Knoxville, TN 37996

123.456.7899 • info@hloom.com

A dynamic and proactive customer support and service professional with a record of loyal performance tenure in a client-centric culture. Expertly fuses strategic marketing, advanced technology, and operational excellence under strict timelines in order to meet customer requirements. Speaks fluently and confidently with top decision-makers, industry experts, and staff from all levels of an organization. Understands the evolving needs of an organization and communicates with individuals from multiple functional areas to design and deliver solutions that improve operational functionality. Strong personal presence with a high level of diplomacy, etiquette, and attention to detail.

## Technical Summary

Microsoft Office; Adobe; multiple finance systems; payroll systems; office equipment; telephone systems

## Core Competencies

|  |  |  |
| --- | --- | --- |
| * Office Administration * Event Planning * Customer Service | * Training & Development * Account Processing * Travel Arrangements | * Executive Support * Employee Relations * Payroll & Reporting |

# Professional Experience

Office Manager

OFFICE BUILDING 2007 – Present

Deliver high level, complex, and diversified administrative support for this multidimensional human services company – frequently requiring the exercise of independent judgment and initiative. Monitor and manage inventory/supplies, calendars, and contacts – acting as the key contact for office support and program information. Respond to all inquiries quickly and offer resources on company literature to assist in the value-added service to the customers and staff. Responsible for a broad range of clerical functions including screening and handling telephone communications; initiating correspondence; prioritizing mail; and preparing documents for client meetings.

* Industry Compliance: Maintained up-to-date knowledge and interpretation of policies and procedures, legal requirements, and government reporting regulation to management, employees, and the public.
* Cost Savings: Integral part of the process of performing price comparisons, collecting money, and managing petty cash and client finances from the business office.
* Sales Support: At request of management, assisted with other branches of services and acted as the “Visible face” of the company, providing upselling and marketing to clients, acting as the first point of sale.
* Cross-functional Communication: Obtained information from a diverse range of callers and forward to the correct resources, interfacing closely with other departments such as Human Resources and IT.
* Special Assignments: Independently took on additional responsibilities such as recruiting personnel, managing the company-wide certification process, testing new company software (Asana), and updating the ADP portal homepage.

Assistant Business Unit Manager

AMERICA ENTERPRISES 2004 – 2007

Performed confidential activities associated with managing the administrative and payroll processes on the employee side. Oversaw multiple simultaneous Human Resource functions such as pre-employment health and drug testing, orientation, benefits administration, and maintaining confidential files.Acted as Corporate Liaison with potential new hire candidates through the entire onboarding process. Completed reports on employee attendance, pay rates, and payroll checks for billing use.

* Process Improvement: Generated cost and time savings by identifying a way cut out unnecessary steps in the Recruiting Process. Implemented a pre-screen on potential employees before handing them over to the Director of Nursing and having her/him do the extra interviewing.
* Executive Support: Aided the department heads by taking accountability for payroll audits and corrections, so they didn't have to be a part of the process.
* Office Organization: Served as the On-Site System Administrator, setting up e-mail accounts for new employees and resolving simple to intricate technical issues concerning computer equipment.

Customer Service Manager

WIRELESS COMPANY 2000 – 2004

Achieved operation goals by keeping up-to-date on features, insurance regulations, and processes while maintaining brand dependability and creating loyal customers.Gained valuable and diverse skills in client-focused and web-based telecommunications support – accurately handling and servicing incoming calls on accounts, customer billing, and troubleshooting requests for devices.

* Success Metrics: Continuously exceeded expectations and ranked in the Top Ten for Sales Leaders out of several hundred Call Center Representatives.

# PROFESSIONAL TRAINING & DEVELOPMENT

DEVELOPMENT TRAINING SCHOOL

Microsoft Excel; Pegasus; Kronos – Payroll/Time Clock System

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