

# JEFF JOB FINDER

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## CAREER SUMMARY

Results-producing, self-directed leader with proven track record in all aspects of deadline-driven, multifaceted, and profit-minded office management by utilizing highly strategic, proactive, and proven leadership techniques.

## DISTINCTIVE QUALIFICATIONS

### Professional Overview

- Over 4 years of success in high profile, large volume mailroom management.
- Over 13 years of experience with all aspects of healthcare insurance operation and management.
- Experienced in forecasting, developing budgets, P&L statements, and payroll.
- Astutely respond to rapidly changing situations with relentless focus on accomplishing goals.
- Illustrated negotiation skills while working with extremely diverse cross-discipline customers.
- Receptive to change in all aspects of the business world and procedures.

### Operations/ Management

- Skilled in planning, organizing and implementing start-up operation developments.
- Talented in managing high-tech assets/advanced technology and organizing large-scale projects.
- Possess team-building skills along with strong talent for training, developing, and mentoring staff.
- Exceptional operational analysis, strategic planning, and reporting strengths.
- Creator of cost control and efficiency measures to improve office metrics.

## EXPERIENCE

### XYZ BUSINESS PROCESS SOLUTIONS – Anywhere, USA

(1998-2006)

#### Business Unit Manager

Comprehensively manage office operations for a \$7.5M outsourcing mailroom which processes over 3.5 million medical claims per month with over 350 employees while servicing over 40 regional offices for Healthcare USA and AARP.

### Leadership Highlights:

- Provide executive leadership to 8 managers to effectively supervise day to day aspects of the operation.
- Improved communication within office by instituting projects such as coffee talk along with weekly and monthly employee/manager meetings.
- Develop Team Leaders into Manager rolls for other offices in the division.
- Manage all aspects of the IT department including database management, hardware maintenance, networking, and software development.
- Utilize critical decision-making and forecasting skills to exceed all customer goals in critical times such as holidays, severe weather, or unstable foreign market times.
- Actively involved in created RFP and project plan for new mailroom operation.
- Oversaw operation of 3 offsite customer mailrooms.
- Analyze weekly quality reports to identify problems and initiate corrective strategies.
- Directed a successful program with local Hispanic community to increase workforce.

### Results & Accolades:

- Increased profit margin of office since 1998 from 10.6% to 13.2% in 2001. Finished 2001 22.4% over the goal.
- Dramatically increased growth of office with an increase of revenue since 1998 from \$2.7M to \$6.5M in 2001, which was 4.6% over the 2001 goal.
- Won the bid for a second mailroom in Newnan over 3 other sites.
- Decreased turnover rate from 18% to less than 5% in one year by improving communication within office.
- Achieved 100% production goals for over one year and for 20 of the past 21 months.
- Above quality goals in the 6 major categories over 98% of time over the past 4 years.
- Received \$34,000 in performance awards in 2000 and \$38,500 in 2001 from the customer.
- Restructured production programs, developed data capture techniques, and redefined job descriptions to decrease payroll from 45% to less than 38%.
- Earned highest managers award from company of Presidents Club all three years of eligibility.
- Successfully maintained strong customer relations throughout tenure.
- Awarded separate mailroom contracts from customer including check tracking and reconciliation, provider credentialing, document storage/retrieval, imaging, and dental mail.

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## *Accountability Highlights:*

- Responsible for all P&L statements, FEPS payroll system, and budget management.
- Spearheaded and developed a new mailroom in San Antonio.
- Maintain 3 shift, 7 day operation along with 48,000 square foot facility.
- Responsible for all equipment maintenance, improvement, and upkeep, Included was 12 Kodak 7500 image scanners.
- Strategically contributed to development of real-time website containing all customer reports and metrics.
- Contributed to planning and development of \$150,000 new mailroom project by working with contractors, local government, and retail real estate professionals.
- Interface with customer to develop pricing on new initiatives.
- Partner with other outsourcing vendors in Jamaica, Santo Domingo, India, and Mexico.

## **Assistant Manager**

Perform a wide variety of critical support functions with responsibilities including problem solving, organizing, report keeping, budgeting, human resources, and payroll.

## *Contribution Highlights:*

- Instituted team building and self directed work teams in the office.
- Promoted to office manager within one year.
- Redesigned office space to improve workflow and employee efficiency.
- Established new training area and created secure and improved technical center along with restructuring entire network system.
- Developed and facilitated weekly and monthly customer meetings.
- Responsible for all supply ordering and inventory.
- Attended and completed many management and leadership seminars.

## **HEALTHCARE AMERICA – Anywhere, USA**

**(1985-1998)**

Over 13 years experience in the healthcare insurance industry beginning with data entry and account management. Directed various teams including claim payment, customer service, and clerical units.

## **Supervisor**

## *Contribution Highlights:*

- Managed and motivated a group of 45 employees in the document control center.
- Oversaw and administered managed health plans for employees of Clients X and Y.
- Contributed to establishment of claim payment office in Cork, Ireland by developing a training program and evaluating employees.
- Member of national task force to form a regional mail operation.
- Coordinate all aspects of outsourcing program with off-shore data entry teams.
- Initiated process improvements resulting in significant cost savings in the clerical area.
- Trained employees in Pittsburgh as well as 5 other national offices.
- Received Vendor Service Recognition Award in 1993.

## **Fast Food Corp, Major Retailer – Anywhere, USA**

**(1981-1985)**

Four years management experience in the fast food and retail industries.

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## **EDUCATION**

**LEARNING CITY COLLEGE – Learning, USA**

**B.S. IN MATHEMATICS, 1981** \*Self-financed 100% of education through full-time employment

## **TECHNOLOGY**

Possess strong computer skills including Access and SQL database, Windows NT, PowerPoint, Word, Excel, and Seagate Crystal Web Design.