



RESUME BULLET POINT GUIDEBOOK

With 1,000+ examples across 100 job titles!

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READ ME BEFORE GETTING STARTED

Hi there - Thank you all so much for your interest in this guidebook! My goal is to provide enough examples of bullet points that they no longer seem as intimidating.

I'm a **Certified Professional Resume Writer (CPRW)** with **6 years of HR experience**. I've also seen 5,000+ resumes from all industries and reviewed resumes for **1,000+ clients**.

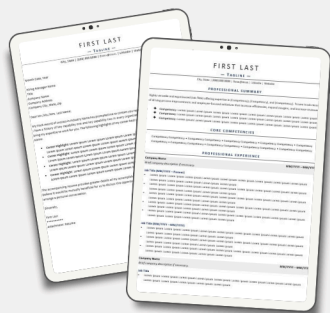
A few things to keep in mind:

- These are real bullet points from real clients, so not every bullet point is going to be applicable to you and your roles. Some bullets have (Company) or (Product) to protect their anonymity.
- These bullet points have also come from resumes with all different formatting, which is why some are only one line and others go to three. You'll also see present and past tense – be sure to only use present tense for jobs you're currently working!
- I highly recommend that all your bullet points are 1 to 2 lines long; anything beyond 2 should be shortened.

Don't forget, you'll need a reliable resume template that works within every Applicant Tracking System (ATS) and also suits your unique needs! I've specifically designed these templates to meet you where you are, and outlined exactly who should use what in the 29-page guidebook.

Use code OFFICIAL10 for 10% off any template or service of your choosing!

ATS-OPTIMIZED RESUME TEMPLATE BUNDLES



WHAT YOU'LL GET

- ✓ Confidence in knowing your resume is backed by a CPRW
- ✓ TWO templates to meet your unique needs
- ✓ A 26-page guidebook
- ✓ Pre-filled cover letter
- ✓ Matching references page

RESUMEOFFICIAL.COM/RESUME-TEMPLATES/

Resume Guidebook

My 26-page guidebook gives you step-by-step instructions to create your **best resume yet**.

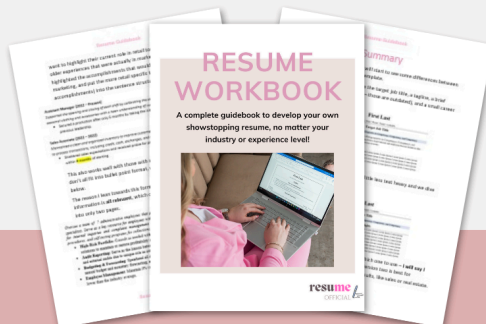


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Account Manager

- Provide customer support to 4+ client accounts while actively expanding network to capture new customers, securing 3 new contracts in less than a year
- Enhance customer satisfaction by 25% by maintaining frequent communication, continually addressing their needs, and providing solutions to any issues that arise
- Deliver product recommendations tailored to customer needs, upselling and cross selling additional products, leading to an additional 10% of revenue from current customers
- Collaborate with 3 interdisciplinary internal teams and 2 external vendors to fulfill customer requests, resolving 90% of them within 48 hours
- Manage both existing customer accounts while simultaneously onboarding 5-10 new customers per week, accurately inputting their financials into database
- Complete accurate and efficient data entry and database updates, including document classification, understanding contract documentation requirements, and validating all details with clients
- Prepare reports for 50+ customers with delinquent and irreconcilable loan payments by organizing large amounts of data and turning them into actionable insights
- Increase profitability within client accounts by 22% by listening to customers, assessing their needs,

and either upselling or cross-selling additional products

- Identified processing errors by developing an auditing macro within Excel; Acted as an integral part of an initiative to streamline operations and establish quality controls and best practices.
- Designed, tested, and implemented program modifications with a seamless transition for clients by writing business requirement documents (BRDs) for several Custody Cash functions.
- Posted cash receipts/disbursements, both share and cash movements for subscriptions and redemptions, expense payments, and all other cash related entries to custody and accounting records.
- Reconciled a group of accounts serviced out of Kilkenny, Ireland and processed out of Mumbai, India; Navigated complex regulatory requirements and multiple service teams to improve service to clients.
- Maintained up to date employee data in PeopleSoft and Kronos by updating worker's compensation status, unemployment claims, and employment statuses.
- Supported Company's temporary staff by collaborating with managers to set fill rate goals, providing orientation to 300+ staff, and ensuring attendance and productivity after hire.
- Spoke to 30+ inbound leads each day by navigating the pipeline in SalesLoft, analyzing each customer's situation to determine likelihood of purchase.
- Completed forecasts of anticipated sales closures against monthly goals and adapted sales strategies accordingly.
- Managed a book of business of 1K+ customers, including HEB and the City of New York; Facilitated 60+ outbound calls a day to generate renewals, equipment upgrades, and new equipment sales.
- Developed communications and sales strategies to drive opportunities for revenue growth, successfully finishing an average of 160% above quota each month.
- Outpaced team members with 40-60 outbound calls per day after creating effective processes that yielded a higher sales rate in less time.
- Consistently renewed 5+ year contracts with 30+ clients per month, ranging from small-large sized business.
- Selected by the Vice President of Account Management to lead and coach the sales team to have a more empathetic and user-centric approach.
- Managed a \$5.7M book of business, including two of the top 10 strategic accounts while maintaining 100% gross retention rates.
- Negotiated \$1.4M balanced contracts on behalf of Penn State and their partners to maintain department budget.
- Coordinated with athletic directors and assistants to schedule more than 130+ events across the country.
- Resolved emergencies, including travel delays, illnesses, and injuries by staying on-call 24/7 for students.
- Shattered expectations with \$42K sales the first year after transitioning away from outsourced merchandising.
- Secured 10 corporate business partnerships by developing proposals for local small – mid sized

businesses.

- Established a brick-and-mortar location in the Arena along with an online store, generating \$8K in sales per month.
- Promoted in only 7 months after displaying a deep understanding of the customer and marketing trends.
- Strengthened season ticket sales and customer retention through strategic cold calling and inside ticket sales.
- Drove business by pitching new prospects both on and off site and continuing to build strong relationships.

Recommended Template: [The Executive](#)

Accounting Supervisor

- Advised staff in the monitoring of daily fund compliance with investment restrictions as detailed in the prospectus, statement of additional information (SAI), and Investment Company Act of 1940.
- Prepared annual and semi-annual audit packages and provided answers and supporting documentation to auditor inquiries.
- Reviewed and approved the daily work of # Accounting Analysts, including balance checks, NAV recons, AR/Aps, corporate action processing, and security impacts.
- Assisted leadership with daily, monthly, quarterly, and annual retail account deliverables, such as annual and semi-annual audits, monthly tax reports, quarterly portfolios, and compliance packages

Recommended Template: [The Executive](#)

Acquisitions Specialist

- Designed cash flow models for 5 prospective warehouse development projects, contributing to the overall decision-making of whether the property was purchased.
- Investigated potential real estate projects, including current tenants, size of the property, and location desirability to determine short-term viability and long-term profitability.
- Assisted senior leaders with strategic planning by creating forecasts for target industries, assessing competitor trends, and reviewing upcoming regulatory changes.

Recommended Template: [The Professional](#)

Assistant Store Manager

- Catalog upwards of \$385K+ in cash received by the store daily and ensure it aligns with system records for the day
- Lead the human resources operations for 80+ employees, including worker productivity, training module development, and business plans to increase productivity and consistently surpass

department sales goals

- Serve as a trusted leader for Department Heads by allocating daily work expectations, assisting with hiring and terminations, and solving all escalated issues
- Conduct investigations into personnel reports, including sexual harassment and discrimination claims, to ensure a safe working environment for all staff
- Tactfully use allocated budget for seasonal product displays by contacting third-party vendors, obtaining price estimates, and choosing the vendor most aligned with product needs and budget
- Secured a promotion after only 5 months by taking the initiative to learn managerial processes from previous leadership

Recommended Template: [The Professional](#)

Audio Engineer

- Serve as the Project Manager for more than 50 album recording projects for 150 customers by creating the project schedule, facilitating in-studio sessions, and ensuring timely completion
- Secure the sales pipeline by building a new website, optimizing SEO, running social media channels for 3,000 followers, and collaborating with other local businesses on promotional projects
- Staff the organization by posting more than 10 full-time and internship positions to job boards, conducting interviews, hiring the best fit, and facilitating their training and onboarding
- Manage audio and visual data from 3-5 different contributors per project and 200+ contributors over the course of 8 years within Avid Pro Tools, Apple Logic Pro X, Ableton Live 11, and Dropbox

Recommended Template: [The Scientist](#)

Banking

- Process deposit item returns and automated clearing house items through the Federal Reserve Bank
- Communicate with various departments to verify appropriate information is obtained to process incoming and outgoing wires
- Review and generate files containing exception items to be sent back to the corresponding banks
- Process manual check returns, check adjustments as well as refunds for various bank fees upon request
- Ensure accuracy of multiple branches transactions to reports to verify the items in/out balance
- Collaborate with Mortgage personnel and corporate officers to manage escrow accounts established upon loan set-up
- Communicate with county tax claim bureau representatives and elected tax collectors in multiple PA and WV counties regularly to manage and settle real estate taxes for customers annually
- Communicate with attorneys and/or legal staff during loan closing to confirm information associated with escrow
- Conduct annual escrow analysis necessary for account maintenance as well as corresponding

adjustments

- Aid in daily non-mortgage related tasks such as check verification, various account maintenance, assisting customer service representatives with dual control tasks, and commemorative coin inventory/ordering/disbursement
- Generate, review, and maintain compliance reports to ensure guidelines associated with share loan accounts are within terms

Recommended Template: [The Executive](#)

Billing Specialist

- Process payments for 50+ customers daily, ranging from \$5 - \$2K per transactions, and collaborate with third party vendors to ensure data is correct across all platforms
- Maintain organized financial records within Intuit Quickbooks to maintain compliance, create accurate reports, and calculate billing totals
- Review more than 30 financial statements daily to correct any inconsistencies or errors, maintaining a 100% accuracy rating
- Create more than 100 invoices and billing materials to be sent directly to customers and insurance agencies per month
- Drove missed payments down by 10% through the development of a database for upcoming payments, reminding staff to call patients 3 days prior to their due date
- Complete and process 30+ enrollment applications per month for healthcare staff for Medicare, Medicaid, commercial insurances, and other managed care plans
- Ensure staff compliance by reviewing and processing initial credentialing and supporting documentation, following up to obtain missing information when necessary
- Request pre-authorization from insurance providers for required services, continually track the status, and appeal any requests that are denied
- Monitored regulatory updates from the Department of Mental Health, developed compliant new processes and procedures, and implemented cross-functionally.
- Transitioned physical copies of patient records into the EHR system in only 2-months by collaborating cross functionally, developing efficient workflows, and ensuring accurate patient billing code entry.

Recommended Template: [The Professional](#)

Brand Manager

- Lead the logistics for the fleet by coordinating reservations of 30-100 rental vehicles per week and increased the fleet from 50 cars to 80 cars within the first 18 months of employment, growing overall sales by 15% YTD
- Improve technical documentation process by reorganizing filing system, implementing a new system for customer complaints, and optimizing the supply chain process, resulting in 10%

reduction in lead time and 15% increase in delivery

- Oversee 12 partner relationships valuing \$4MM within the TV and Film account by building rapport with writers, developers, and creators to further establish (Company) as the go-to for future integrations and project support
- Collaborate with Senior Marketing Manager to manage a \$20MM budget across departments and 3 key work streams by forecasting project needs, delegating funds monthly, and monitoring and adjusting spending as needs changed
- Host 10+ events per year with key strategic partners to further build brand awareness, including writers' workshops with Mentorship Matters and DEI workshops with TTIE, gaining more than 500 attendees total
- Optimize current content and develop 50+ shows and films per year by collaborating across agencies and production partners, generating an estimated \$25MM in additional revenue
- Develop strategic and creative original content across 5 pillars of business within (Company) by partnering with production companies to create original log lines and pitches to gain buy-in from senior leaders
- Spearhead the end-to-end development of new content alongside 4 agency partners, including the ideation, inception, strategy alignment, and oversight of 25 content integration shorts
- Lead 4 brand campaigns, valuing between \$1MM and \$3MM by spearheading innovative events with our key partners, analyzing performance, and creating a strategic roadmap to continually improve
- Drive 3 seasonal brand campaigns and saved \$50K by determining target audience, negotiating with models and photographers, and developing project schedules
- Coordinate a team of 8 skateboarders across the country to fill seasonal campaigns for the launch of a (Company) collaboration, successfully earning 2K+ attendees and \$500K in sales
- Supervise a team of 5 over the course of 2-months to prepare for a book launch and speaking engagement at the (Event Venue) with more than 500 attendees
- Secure more than \$50K from (Company) to promote upcoming partnerships, including a multi-tier campaign and a NYC-based event with more than 1K attendees
- Maintain a strong network within (Company) after starting new role and obtain the first collaboration opportunity, securing a contract that valued \$500MM+
- Lead a team of 6 in partnership with (Company) to implement a marketing plan filmed across 3 countries, launching globally across 3 digital platforms and 100+ stores, securing 100% sell through in seconds on 150K units
- Serve as the co-leader for a global team of 10 internal and external stakeholders in order to launch a partnership with (Company), selling more than 100K units in seconds and winning (Company) #1 shoe of the year
- Grow the seeding list by 50+, including high profile influencers such as LeBron James, Kyrie Irving, LALA Anthony, and Travis Scott, successfully expanding product visibility to 100MM+ new viewers
- Co-lead the marketing campaign for (Company's) first ever participation in the Olympics for Tokyo 2021, developing the uniforms for all (Company) Athletes participating in the games, with the

events receiving 10MM+ views

- Oversee the partnership of (Company) through ideation, product development, and launch, generating 100% sell-through rate for over 50K units in less than 24 hours after launch
- Optimize the processes and workflows within the ordering system for products, leading to the appropriate amount of product being purchased for seeding and internal/external shoots, saving \$100K+ per quarter
- Drive \$100M+ of revenue for (Company) theatrical and TV home entertainment releases by developing a successful global marketing strategy, consumer messaging, and promotional campaigns.
- Partner with \$1T+ enterprise clients, including (Companies) to create retail merchandising online and in 20K stores across the country.
- Develop and execute product financial KPIs by developing prices, maintaining cost effectiveness, monitoring budget spend, and ultimately reaching 75% gross margin and \$X in revenue.
- Review and provide direction to 50+ AV, Print Creative, and Digital assets to ensure brand alignment across interdisciplinary teams, including Content, Media, Publicity, Social, and Operations teams.

Recommended Template: [The Executive](#)

Business Development

- Lead the design and manufacturing of high-end uniforms for clients such as (Company), (Company), (Company), (Company), (Company), and (Company), generating \$3MM-\$5MM in sales annually and expanding customer base by 15% YOY
- Scale movies and television to be the most profitable lines of business, increasing revenue from 5% to 35% by improving targeted marketing, expanding network, and creating customized orders to improve reputation
- Negotiate multi-year exclusivity contracts for clients generating more than \$1MM in annual revenue by consistently reducing shipping times from 8 weeks to 2 days end ensuring a 90% on-time delivery
- Expand business to 30+ clients in new industries such as restaurants, hospitals, and indirect channels by adapting corresponding sales and marketing strategies to meet their unique needs, now accounting for 40% of annual revenue
- Develop \$2MM-\$4MM P&L statements for FY 2012-2021 by monitoring net income and expenses, developing budget, analyzing resource allocation, and redistributing to most successful initiatives on annual basis
- Supervise 25+ employees across 5+ departments, conducting all hiring, firing, developing of new roles as the company grew, and retaining more than 90% of employees YOY
- Remotely manage a national external sales team that brought in over \$25MM in sales annually, including interdisciplinary teams like designing and sampling, manufacturing, and administration
- Pivoted resources to aid in the critical shortage of PPE at the beginning of the Covid-19 pandemic,

designing, sourcing, selling, and manufacturing \$400K in isolation gowns to medical facilities in less than 4 months

Recommended Template: [The Executive](#)

CNA

- Provide the full-life cycle of patient care, grooming and bathing, taking vitals, answering patient calls, and documenting patient medical information in their charts
- Order more than 300 different types of medical supplies for the facility and ensure all necessary medical equipment is always on hand by restocking weekly and reviewing expiration dates
- Create 24-hour schedule for 25+ nursing staff, ensuring that 60+ patients have around the clock care; remaining on call 24/7 to cover holes in schedule.
- Assisted nurses with a variety of tasks, including patient admission, recording vital signs, IV insertion, EKG application, POC glucose checks, and transporting patients to procedures and other units.

Recommended Template: [The Professional](#)

Coach

- Grew the team from 12 student athletes up to 30, resulting in several competitive records.
- Recruited 9 new members annually both domestic and internationally by showcasing the university's value.
- Arranged all travel for the team, scheduling 30+ trips per season while maintaining the \$115K travel budget

Recommended Template: [The Professional](#)

Content Analyst & Specialist

- Oversee the development, research, and measurement approaches to evaluate the success different pieces of content published on (Company) and consumed by a global audience of 3MM+
- Analyze data from more than 100+ sources and utilized visualization programs to transform incoherent data into actionable insights for both internal employees and public users
- Write and edit a new Q&A document for more than 3K+ (Company) employees and users by scrubbing archived documents, conducting research, and condensing into easy to consume content
- Develop content for the Human Resources group by reviewing 1,000+ previous HR help desk questions, creating a cohesive document, and collaborating with secondary writers and editors for quality assurance
- Lead the SEO efforts for both long and short form content for blog posts, Facebook, LinkedIn, Twitter, Google Ads, emails, and landing pages in order to increase traffic by 20% both internally and for clients

- Conduct bimonthly site audits using Sitebulb to resolve SEO issues, while also integrating Google Analytics and SEMrush to continually improve organic search results by 500K+ users per month
- Develop a new content strategy for (Company) social media pages, increasing followers and engagement by over 80% on Facebook, Twitter, and LinkedIn pages
- Overhaul e-commerce product landing pages and descriptions by emphasizing unique features and consistently formatting pages, leading to a 15% decrease in abandoned cards and 30% increase in sales

Recommended Template: [The Bold](#)

Compliance Officer

- Spearhead the regulatory compliance for 32 employees, passing 2 state and federal inspections from 3 different agencies
- Increase overall productivity by 20% through analyzing the workflow, establishing par levels for physicians' scopes, and project patient refill needs based on demographics
- Confirm that work area was FDA compliant by conducting daily audits and logging findings, executing both risk and causation analysis, and facilitating quarterly audits and calibration
- Assist nonsterile environment and ensure sterile clean room met compliance requirements for state board regulations and inspections
- Provide change management facilitation for the overhaul of workforce culture, implementing best compounding practices
- Maximize compounding profits by 40% each quarter by minimizing waste of both labor hours and products, leading to the record breaking \$300MM in annual sales
- Consult with more than 8 organizations who were seeking to improve revenues within their practices, facilitating the growth of businesses by an average of 35%
- Design and implement procedures that optimized workflows and followed compliance guidelines, traveling to 3 different states to facilitate staff training on new policies
- Facilitate the recruitment and onboarding of more than 250 staff and key personnel by developing job descriptions, posting to job boards, and hosting interviews
- Uphold HIPPA and market regulations within a 150-employee call center that received more than 12K patients' medical and insurance information annually

Recommended Template: [The Professional](#)

Copywriter

- Oversee the end-to-end web content development, including writing, editing, and transcribing for 10+ clients to share on social media sites, including Facebook, Twitter, LinkedIn, and their professional websites
- Write for clients in 8 different industries, including Health and Wellness, E-Commerce, Lifestyle, Digital Marketing, Human Resources, Career Coaching, Home Improvement, and Arts and

Entertainment

- Develop both long and short form content, ranging from 100 words to 1500+ words by staying up to date on best SEO practices for both social media and web-based search engines
- Evaluated 190 scripts on story structure, originality and creativity, and narrative; Narrowed submissions to the top 10 in only 3 weeks.
- Created a finalized television show script after creating a rough draft with a small group, revising based on feedback from peers and executives, and hosting table reads.
- Attended several lessons on creating strong and engaging content, including how to build suspense, create a narrative, and X.

Recommended Template: [The Bold](#)

Counselor

- Enacted a back-to-school drive by partnering with community members and nonprofits, resulting in more than \$30K donated to students.
- Partnered with local law enforcement and government officials to provide resources on mental health, de-escalation techniques, and crisis intervention training to more than 10 officials.
- Hosted learning opportunities for several audiences, including a teen dating violence prevention for high school students and DEI workshops for clients.

Recommended Template: [The Professional](#)

Creative Director

- Lead a team of 5 artists in a hybrid environment through the entire creative life cycle, including conceptualization, design, and production of digital media to gain 13MM page views on brand pages and an additional 1MM site visitors daily
- Spearheaded (Event Name) 2022, executing more than \$169MM worth of sponsorship content, driving 74MM engagements, and gaining 73MM video streams across all platforms
- Reduce design time by 90% through the creation, implementation, and documentation of style guides for 5 different brands, ensuring a seamless and consistent product regardless of who executes
- Coordinate paid media campaigns, valuing upwards of \$250MM by communicating with internal groups to ensure content matches their brand strategy and 100% of deadlines and KPI's are met
- Develop engaging content that succeeds across platforms, with 712K clicks per post, a 285% engagement rate, 15K click backs to site, and stories with a reach of 580K+
- Launched (Company) Instagram account in October 2019, which has since grown to 230K+ followers, reaching an average 12MM viewers on stories, earning 17MM+ video views, and ranking in the top 5 accounts in this industry
- Create best practices for 2 new editorial content verticals in 2023 for (Vendor Name), allowing for dedicated ownership, increasing efficiency by 60%, growing traffic to 1MM visits per week, and

meeting 100% of organization KPI's

- Strengthen SMS messaging campaign that resulted in 76K sign ups, a 17% click through rate, and 137% traffic increase month over month
- Serve as the project manager on 10 concurrent projects by evaluating schedules, managing deliverables, and providing oversight from pre-production to execution
- Negotiate licensing agreements and contracts valuing more than \$60K to ensure that budgetary, legal, and project needs are maintained, reducing legal settlement fees by 95%
- Secure staffing by recruiting, conducting interviews, and selecting candidates according to organizational values, successfully maintaining a 100% staff satisfaction rate and 100% FTE retention rate
- Amplified career development for 3 FTE through conflict resolution, continuous performance management and feedback, and developing structured and motivating career plans

Recommended Template: [The Executive](#)

Customer Service

- Necessitated high retention of and familiarity with individual customer details including account information, transaction histories, and personal preferences
- Assisted Department Supervisors with monitoring product inventory and tracking sales trends
- Spearhead the buyer/seller dynamic and assist with the ordering and scheduling of merchandise shipments
- Follow corporate instruction and set pricing guidelines while building regular or clearance inventory and special merchandise displays
- Exceed daily sales goals of 50 overall sales and \$1K of revenue by having an in-depth understanding of the products and making strategic recommendations to customers
- Maintain 1000 square foot store and merchandise to company standards by paying a close attention to detail to provide marketing campaigns
- Process and package more than 100 customer orders for shipment per week, ensuring that 100% of packages are received within 1 week of order placement
- Recruit approximately 100 customers per month into the rewards program by explaining the benefit of store rewards to customers
- Ensure an excellent shopping experience by providing customer service from greeting until checkout to nearly 100 visitors per day
- Serve as a customer service provider for 100+ daily inbound callers who are looking to add additional lines, make payments on their account, or ask questions about current promotions
- Process 75+ payments per day, with transactions averaging \$200+ by using a local accounting system and conducting quality assurance to assure 100% accuracy in billing
- Actively listen to customer concerns and escalate issues to the correct leader when necessary, and conduct approximately 5 daily outbound follow-up calls once a resolution has been found

Recommended Template: [The Professional](#)

Customer Success

- Lead more than 150 project discovery initiatives and prepare statements of work that represent over \$1MM in revenue, successfully securing an additional 100+ projects
- Implement 15 projects with medium and large enterprise customers, including process discovery, improving digital document workflow, and introducing an intelligent document automation, resulting in \$5MM of efficiency savings
- Provide product demos and trainings for customers, teaching more than 300 end users and administrators on how to use and maintain new systems with minimal assistance from the team
- Lead a team of 6 quality analysts and production managers, conducting notification for 3K+ breaches annually and providing facilitative leadership; led to the successful retention of 100% of staff
- Supervise 4 vendors, 2 print centers, and 2 call centers, including the onboarding, scheduling, training, and roll-off for 80+ agents
- Serve on the Salesforce change advisory board, creating efficient process workflows that were later implemented for 40+ employees within the operations team
- Onboard 20 new clients over the course of 2 months while simultaneously maintaining a 90% retention rate and \$1M+ ARR with current clients, including (Companies).
- Create quarterly business reviews by regularly analyzing customer health scores, product adoption rates, and customer feedback, leading to a 15% improvement in customer engagement.
- Spearhead post sales activities for all clients by continually seeking opportunities for account expansion, providing constant communication, and escalating necessary cases to engineering and account executives.
- Develop trusting relationships with key stakeholders by identifying upselling and cross selling opportunities and tactfully negotiating deals, increasing revenue by 10% for existing customers.
- Produced and implemented product trainings for customers, resulting in a 20% increase in customer product knowledge and adoption, as well as reducing support tickets by 30%.
- Organized a knowledge base of technical solutions within Guru, providing clients the option for self-service, and reducing number of escalations by 25%+.
- Revitalized Service (Companies) fourth largest account, uncovering a client need with no current solutions, consulting the CFO to develop a new product, and upselling the client for \$6M+ with 20% YOY, the client's first multi-year contract.
- Secured a 100% adoption rate within a robotics company, working one on one with executives to understand challenges, provide solutions within the platform, and train users on usage.
- Stood up two CSM programs in two different organizations with an emphasis on the end-to-end customer journey, value realization, and gross customer retention of 90%+.
- Expanded book of business to \$50M of recurring annual revenue; Absorbed three additional product lines and the entirety of the NORAM and APAC regions, overseeing 15 CSMs and two managers.

- Standardized processes from four legacy organizations, including playbook development and closing the feedback loop in collaboration with Client Marketing, Product, Operations, and Customer Success teams.
- Served on the leadership team assigned to merging Salesforce and Gainsight databases, combining information from all legacy organizations into one cohesive system.
- Oversaw a \$29M book of business while simultaneously building the Enterprise Customer Success team from the ground up, leading the expansion from one CSM and a \$14M APR to a team of five CSMs and a \$29M APR.
- Developed a qualified leads program, allowing for potential customers to be ranked on fit, interest, and readiness, leading to an additional \$2.1M in additional revenue (40% over target) in 2021 and \$3.1M (24% over target) in 2022.
- Averted \$3M+ in potential churned APR by revamping the escalation process to be more proactive, leading to more insightful report mechanisms to keep stakeholders informed and aligned.
- Reinvigorated the NPS program, doubling the overall response rate to create more actionable data and exceed retention goals.
- Oversaw the largest book of business amongst CSMs at \$4M annually and consistently exceeded net retention metrics.
- Selected by the Chief Customer Officer to author the post-covid response playbook, identifying key indicators that customers were likely to return and educating CSMs on how to win businesses back. Configured the CRM by attending product demonstrations, selecting cost-effective vendor, facilitating product rollout, and training CSMs on best practices.
- Attained a \$3.4M book of business, including several key strategic partners; Held the highest net retention rate in the company for over a year
- Built the company's customer success team from scratch by developing standardized processes, navigating change management both internally and externally, and separating the account executive and customer success functions.
- Created 25+ monthly sales forecasts and identified areas to streamline processes, cut costs, and raise profits.
- Secured 18 new clients and an additional \$800K of revenue by closing sales with prospects from the sales team.

Recommended Template: [The Executive](#)

Cyber Security Consultant

- Lead 18 global Security Engineers in the enhancement of security capabilities and implementation of Zero Trust Architecture across 8 teams, increasing security program maturity by 20% and saving an estimated \$500K
- Improve endpoint security coverage across the bank by more than 50% by analyzing prior data and building an implementation strategy for \$1M worth of licenses for Microsoft 365 E5
- Screen for redundancies across multiple security software solutions and execute on the findings,

reducing overall IT Security spend by 15%, valuing more than \$500K in licensing costs

- Remedied 2 Critical and 5 High-Risk findings and operationalized different solutions to ensure each were closed out within 1 week and 2 weeks, respectively, and reduced open audit filings by 95%
- Completed an \$85K AWS Security Audit 2 weeks ahead of schedule through effective leadership of a cross functional team, quickly troubleshooting technical issues, and collaborating with 5 teams of Cloud Engineers
- Uncovered potential improvement areas, executed 47 roadmap activities, and prioritized opportunities to improve maturity of client's privacy program, regulatory compliance, and overall efficiency
- Ensured alignment between internal policies and AWS Well Architecture Framework by conducting a comprehensive and rigorous AWS audit, testing 5 separate sample accounts for 12 different controls
- Served as the AWS Security SME and guided 12 developers and cloud engineers to implement more than 450 security controls, saving the organization more than \$500K in non-compliance fines
- Decreased the program's vendor onboarding process by 2 months through the development of a security technology acquisition strategy, focused on the reduction of redundant steps in authorizing decisions
- Wrote more than 80 policies and procedures to document security control compliance in order to enforce regulations and operate the ServiceNow application within the 120-person facility
- Closed out more than 30 outstanding Plan of Action and Milestones (POA&M's) and reduced the backlog by over 85% through collaboration with the Program Information System Security Officer

Recommended Template: [The Scientist](#)

Data Analyst

- Create reports for multiple cross-functional teams, senior leadership, and clients by utilizing several systems, including SAP Business Objects and Tableau
- Collect and analyze data from various sources, including SAP, PeopleSoft, and Oracle, merging these sources to create a holistic picture, and identifying opportunities for improvement
- Establish KPI's to measure the effectiveness of business decisions, with 90% of recommendations exceeding these established goals
- Interpret data, analyze results using statistical techniques, and provide ongoing reports to 4 different departments on a monthly and quarterly basis
- Recognized data quality errors within the database, assessed the root cause, and implemented recommended changes within the data collection processes, removing more than 93% of recognized errors
- Showcased technical expertise in several areas, including data reporting, databases, programming, and statistical analyses, including SAP Business Objects, SQL, Python, XML, JavaScript, SPSS, and SAS
- Recruited by the VP of Consumer Mobility to lead the automation of customer survey analytics;

Assessed necessary technical requirements and built a data model in Clarabridge that provided critical insight into customer sentiments.

- Migrated the Clairbridge model to SaS and Tableau in only 2 years, manually translating the code to fit the new systems.
- Created self-service dashboards that identified operational drivers and key trends for customers; Provided executive leadership with actionable plans towards continuous improvement.
- Designed a proof of concept with enhanced AI prompt engineering, securing an API that led to faster and higher quality customer experience insights, leading to reduced manpower and higher customer satisfaction.
- Researched and ranked the sustainability of four major ESG funds, probing unstructured public data to write thorough ratings reports used to advise clients.
- Analyzed the net zero plans of large organizations, including (Companies); Evaluated the carbon calculation, decarbonization initiatives, potential offsets, and opportunities for removal.
- Created a Microsoft Excel workbook to calculate and track the costs, locations, and rates of return on current and prospective properties.

Recommended Template: [The Scientist](#)

Data Entry

- Collected and organized data from both small and large businesses, including financial, tax, and menu data, prioritizing entries to increase efficiency by 20%
- Spearheaded customer account setup and onboarded more than 50 new clients per day, averaging \$15K in sales for every 15-minute phone call
- Collaborated with accounting and finance teams to review the accuracy of clients' tax documents and provide customers an overview of their information
- Resolved 20-35 customer escalations per day by engaging directly with customers regarding their concerns and tracking all tickets within ZenDesk
- Prepare, review, submit, and follow up with claims with Medicare, Medicaid, and private insurance agencies, ensuring that 98% of 150+ monthly requests are approved
- Transfer data from paper formats into computer filing and databases by scanning all patient paperwork into DocuWare, shredding these copies to maintain confidentiality and data privacy.
- Analyzed and cleansed data to examine the pricing of electricity in the largest deregulated sector in Texas by defining analytics requirements, validating a high-volume of data, and creating a cohesive data model.
- Identified key factors driving pricing changes through time series analysis, descriptive analysis, and building dashboards to visualize insights within Tableau.
- Cleaned, preprocessed, and aggregated data to build linear regressions, neural networks, and decision tree models to better predict the average daily return for hotels based on historical values.
- Improved the model by continually seeking opportunities to improve and implementing techniques such as feature engineering and hyperparameter tuning, resulting in a lower MSE and higher

accuracy rating.

- Uncovered significant associations between demographic and health factors that influenced dietary consumption by collecting and preprocessing data and applying statistical methods to glean insights.
- Received the first 100% grade in the history of the project for delivering a cohesive model from a variety of structured and unstructured data sources.

Recommended Template: [The Scientist](#)

Detective

- Apprehended several major drug distribution rings; seized \$1MM+ of controlled substances by leading a thorough investigation of illegal drug activity, larcenies, and other violations of Federal and State code statutes
- Collected critical evidence, such as fingerprints, drugs, and drug paraphernalia, by using investigative equipment; resulted in the confiscation of controlled substances and a 100% positive identification rate of illicit substances
- Liaised with local law enforcement agencies, (County Name) Sherriff Department, and the Federal Bureau of Investigations

Recommended Template: [The Professional](#)

Electrical Engineer

- Oversaw the Engineering Lab, supported more than 20 engineers, and offered technical mentorship to 2 junior engineering staff members for a \$25MM business
- Act as the hardware and systems engineering project manager for new \$8MM UAS avionics and communications sub-system, coordinating interfaces and requirements across 6 government agencies and other government contractors
- Co-authored the critical technical volume for above UAS sub-system proposal, successfully winning worth more than \$6MM in new government contracts
- Served as the Principal Investigator on 2 successful IRAD efforts, conducting product demonstrations to prospective customers, and securing \$2MM in development and a 250%+ return on investment in just one year
- Strengthened the team by serving on the electrical engineering hiring team, interviewing candidates, and making hiring recommendations to expand the site team by 20% in 1 year
- Served as the lead systems engineer and electrical designer on a major classified government contract valuing \$15MM, delivering the Software Defined Radio for a point-to-point telemetry system on-time and on-budget 100% of the time
- Developed broadband (DC-20GHz) software defined radio (SDR) capable of over 1GHz instantaneous bandwidth by conducting system level design, RF component research, and testing at the component and system level

- Created a new automated test system in collaboration with the software team to efficiently test various product functions and developed cost optimizations that saved the organization \$250K in labor costs
- Ensured 100% of hardware side SLA compliance was met and secured a client satisfaction rate of 98% by successfully integrating into the customers test systems
- Led the hardware engineering team to complete 8 successful on-time, on-budget projects worth more than \$6MM by developing succinct project plans, hosting meetings to stay on track, and mitigating all risks
- Developed miniaturized SDR platform for novel signal processing that resulted in over \$20MM in new contracts over the course of 4 years, an estimated 60% of total revenue streams
- Served as the hiring representative for the group, interviewing 50+ candidates per year for several job categories, including experienced, new college graduates, and interns; successfully hired more than 40 employees

Recommended Template: [The Scientist](#)

Emergency Medical Technicians

- Respond to more than 500 medical emergencies annually and provide the appropriate amount of care, in many cases including lifesaving treatment
- Assess a patient's initial condition and provide treatment, continually monitoring to maintain stability, and determining whether the patient needs to go to ER or trauma center
- Recognize and treat more than 100 different medical conditions with appropriate techniques, equipment, and knowledge of protocols
- Operate and drive the ambulance in accordance with safety policies and laws and memorize local maps to successfully navigate to the nearest medical center as quickly as possible
- Ensure vehicle has all necessary supplies and perform pre-trip and post-trip inspections, reviewing all equipment at the end of the shift to guarantee functionality

Recommended Template: [The Professional](#)

Engineer

- Oversaw the end-to-end project plans for 75 projects, valuing upwards of \$15M by coordinating and selecting vendors, monitoring progress from engineers, and initiating deployments
- Managed a team of 5 remote Network Engineers in the deployment of network infrastructure and drove more than 70 end-to-end deployments with a 100% success rate
- Strategically assessed a P&L valuing \$450K by analyzing project decisions and results through the development of financial monitoring dashboards within Salesforce
- Led a team of 8 engineers and 2 project managers through the development, deployment, implementation, and maintenance of a \$25M large-scale network technology solutions over the course of 2 years

- Balanced the needs of more than 100+ of customers while also taking into consideration management, employees, and vendors while ensuring continuous updates and communication within Salesforce
- Draft outlines for the end-to-end implementation of more than 20+ projects by determining appropriate staffing strategy, corroborating a detailed timeline, and defining expected deliverables

Recommended Template: [The Scientist](#)

Executive Assistant

- Execute all administrative responsibilities, including writing and editing emails, drafting company memos, scheduling meetings, and preparing communications
- Organize calendars for 2 executives, determining priority levels and accepting or rejecting meeting invitations, answering requests for attendance, and rescheduling as conflicts arise
- Spearhead all executive travel, organizing more than 5 business trips per month by finding optimal flight, booking lodging and transportation, and providing itineraries for each day
- Screen calls from more than 50 incoming visitors and vendors per day and direct to the appropriate department to best answer inquiries
- Complete expense reports valuing between \$100 and \$25K within SAP Concur by quickly organizing receipts and other paperwork, uploading all information within 24 hours
- Provided 24/7 support to the CEO as the business expanded by 300%, maintained the company fleet, navigated schedule changes, and reviewed all materials and presentations.
- Secured a contract with 4 new job sites by attending professional events and building strong relationships with potential clients.
- Sustained relationships with more than 20+ in-office contractors, including construction, printing, insurance, catering, IT, and technicians.
- Oversaw onboarding of new hires by distributing health insurance information, providing training manuals, and coaching on the company's SOPs.
- Developed and maintained both computer and physical filing systems; Processed all mail, including shipping and receiving documents and materials.
- Reviewed all expenses and deposits within corporate accounts, collected expense receipts, coded credit card reports, and ensured timely financial reporting.
- Developed marketing materials and organized multiple events of all sizes, including office meetings, team building events, and holiday parties.
- Spearheaded contracts, change orders, pre liens, financial reports, superintendent binders, closeout documents, and insurance certificates.

Recommended Template: [The Executive](#)

Executive Director

- Oversaw a team of 8 members responsible for the web design and maintenance of a content

library, with more than 12K educational training segments, documents, and resources available

- Reviewed all available content and created new resources for the online library; developed a new subscription model, and grew membership from 1,200 people to more than 24,000
- Reviewed proposals from potential web development contractors and selected the appropriate vendor group to carry out the redesign of the website, Shopify, and Salesforce pages
- Forged the development of the filming department, expanding a single-person group to a six-person department; contributed to the revenue growth from \$50K annually to \$1MM
- Developed educational content by organizing on-screen talent across locations and coordinating all necessary equipment

Recommended Template: [The Executive](#)

Event Planner

- Led one of the largest in-person church events in the country; grew the event from 2,400 attendees in the first year to maxing out the venue at 4,000 attendees the following year
- Organized meals for two days for more than 6,000 total people by coordinating with local vendors and determining food choices that accommodated all dietary restrictions
- Created and distributed a SurveyMonkey survey; generated more than 6,000 responses, allowing for continuous improvement for the event every year
- Spearheaded the design and materials for different classrooms, including the recording and audio equipment used to live stream and record for later use
- Constructed program books with a \$20K budget by designing the layout, creating event maps, and collecting articles and speaker biographies, resulting in an 80-page document shared with 6,000 people
- Oversaw the planning, production, design, and operations for 40+ corporate events for clients such as (Company), (Company), and (Company), ranging from VIP executive dinners with 10+ partners to concerts with 20,000+ of attendees
- Regularly managed and tracked budgets valuing more than \$300K by thoroughly assessing client needs, selecting the right site for the event type, sourcing vendors, negotiating contracts, resulting in 100% client satisfaction
- Planned and executed 5 events from through the entire life cycle, from ideation, budgeting, meeting management, schedule development, catering services, transportation, accommodations, through event delivery
- Produced graphics and brand strategies for 4 large-scale events with more than 10,000 attendees by working cross functionally with both internal and external teams, ensuring alignment with creative direction
- Succinctly communicated with clients by creating eye-catching visuals and master presentation materials to sell and portray new concepts and overarching vision to more than 5 concurrent clients

- Oversaw the delivery of the in-person (Event Name) with more than 6,500 attendees, which included event registration, giveaways, a catered dinner, and a reception
- Acted as the point of contact for catering staff and collaborated with wedding and event coordinators in the setup, coordination, and take-down of more than 25 events, such as weddings, trade shows, concerts, and corporate meetings
- Communicated with more than 20 members of the (Company Name), client, hotel, and local staff to ensure the event followed the planned schedule, guests were properly accommodated, and clients' expectations were exceeded
- Conducted marketing research on behalf of the catering sales team, finding new potential products, upcoming trends, and sourcing vendors, leading to a price decrease per attendee by \$150
- Led the end-to-end management of a University Ted Talk with more than 200 attendees by soliciting donations, contacting sponsors, and scheduling an after party and speaker reception
- Drove community outreach to secure more than 5 sponsorships for beverages for the main event, as well as goodie bags and raffle items, valuing upwards of \$100K

Recommended Template: [The Executive](#)

Facilities Manager

- Secured and executed contracts valuing \$250K+ from small businesses and Fortune 500 organizations by creating price requested RFQs and negotiating final RFPs.
- Saved \$30K by organizing waste into hazardous and nonhazardous streams and following OSHA guidelines to properly dispose and recycle non-hazardous chemical waste.
- Upheld Ohio EPA standards by calculating factory emission outputs of styrene, ensuring each station fell within in the allotted amount, and submitting quarterly, semiannual, and annual reports.
- Drove 10+ projects from end-to-end, liaising between customers, vendors, and employees to execute change orders, buy project parts, and correct engineering drawings.
- Forecasted the estimated project costs and created BOMs, developing AutoCAD drawings to quantify and order necessary materials, and communicating necessary changes to customers.
- Maintained OSHA safety compliance for the 15-person facility by conducting safety audits, updating safety data sheets, and attending Ohio Bureau of Workers' safety courses and conferences.

Recommended Template: [The Executive](#)

Field Crew

- Oversaw 100% of terrestrial field data collection for office staff, generating an annual \$390K of revenue, a 45-star client satisfaction rating, and a 60% repatriation rate
- Served as the expert in surveying, collecting GPS data to meet tolerance within 01", drafting 20+ maps in AutoCAD, and conducting quality assurance on all developments
- Conducted biological surveys of 500+ bird species across 10+ wind turbine development sites in all

weather conditions.

- Provided surveillance on endangered species and raptor nests throughout breeding season, intervening when necessary to protect the populations.
- Maintained bat monitoring equipment and inventory, preparing for test procedures, and downloading and analyzing available data.

Recommended Template: [The Professional](#)

Financial Advisor

- Led small and medium business owners with \$15K+ employees through their insurance requirements, and their Paycheck Protection Program (PPP) loans and forgiveness applications
- Contacted 10-15 potential clients per day, evaluating their insurance requirements, and used best practices to resolve their financial requirements
- Served as the analyst for the Pacific Northwest territory which generated \$800MM+ per year, and due to stellar performance, was the only one out of 14 team members to receive an offer to stay throughout an acquisition
- Developed a specialized analytical model to rank the region's B2B customers, which was used to determine where to build new towers to ensure that the highest profit-generating customers had a positive experience

Recommended Template: [The Professional](#)

Financial Controller

- Drive the certification process for CARF, reviewing more than 500 pages of requirements, and ensuring standards, processes, and documentation qualify for the accreditation.
- Develop budgets for the 70+ person agency, including 10+ individual programs and expanded services by developing forecasts, analyzing variances, and developing recovery plans.
- Supervise 2 IT team members to maintain critical system health, continually improve processes, and conduct quality investigations.
- Conduct several month-end account reconciliations, including vendor billing, cash flow, income and expense, payroll, and PTO accruals.

Recommended Template: [The Professional](#)

Financial Planning Analyst

- Built a financial model to investigate the optimal cost of shipping, integrating the locations of 3 plants, navigating costs from 5 shipping vendors, and providing a low cost for customers.
- Guided retail stores to reach within 10% of their \$1M sales targets by implementing a promotional campaign that created healthy competition between teams.

- Curated the pilot Diversity Team newsletter for 50 employees after taking the initiative to conduct research on gender bias and available resources.
- Oversaw \$10M+ P&L statements for the Motion Picture department, ensuring the agency received the agreed upon percentage of revenue from A-list talent.
- Created annual budgets of \$10M+ for the department by collecting projections for the year from 6 groups, forecasting for each month, and issuing corrections upon determining actuals.
- Collaborated with Business Affairs team to assess potential clients and contracts by facilitating profitability assessments, validating products, and gleaned consumer insights.

Recommended Template: [The Executive](#)

Finance/Wealth Manager

- Spearhead data management and insights by ensuring the quality of financial data, compiling and submitting various reports, and assessing the financial health of more than 50 clients
- Prepare quarterly and annual account reconciliations, including inventory statements, balance sheets, and tax preparations while enforcing compliance and company standards
- Create accurate cash flow forecasts and discuss potential improvement areas with clients, leading to cost savings of 10% YOY on average for each customer
- Offer a personalized approach to each individual client by assessing their short- and long-term needs, providing different recommendations, and continually adapting strategy based on the market
- Provide a needs-based analysis to ensure 50+ clients' needs are met at every life stage, mitigating financial risk and achieving financial security with life insurance, disability insurance, annuities, and investments
- Manage more than \$12MM of client assets by implementing investing strategies, setting up client accounts, monitoring performance, and continually reallocating funds to match client's wealth building strategy

Recommended Template: [The Executive](#)

Firefighter

- Served as the first responder to Wildland fires and swift water rescue operations while also working with the community for controlled burn needs
- Conducted 480+ hours of preventative and corrective maintenance to firefighting gear valuing \$10M+, including vehicles, hoses, and other equipment

Recommended Template: [The Professional](#)

Fraud Investigator

- Served as a licensed PI and supported individuals who were victims of fraud or identity theft,

helping more than 100 customers in two years

- Coordinated with government agencies and attorneys, contacting upwards of 50 different groups for a single customer and conducting a detailed search for other fraud files

Recommended Template: [The Professional](#)

Graphic Designer

- Execute tactical marketing initiatives across multiple channels, including TV, web, social media, email, and in-store
- Design visually compelling campaigns and creative projects within Adobe Illustrator, Photoshop, and InDesign to attract an estimated 2K+ new customers each month
- Develop photo and video content to share on social channels, including Facebook, Instagram, TikTok, and Twitter, receiving upwards of 100K+ engagements per post
- Create a content calendar by assessing previous campaign performance, optimizing schedule for more engagement, and adjusting based on current trends and product releases
- Collaborate with marketing and event management teams to prepare for special events, creating advertisements, flyers, brochures, and all necessary advertising materials for more than 10K+ attendees

Recommended Template: [The Scientist](#)

Housing Coordinator

- Secured stabilization and successful tenancy for 10+ concurrent clients by providing clinical support services, educating on household management skills, and prescribing culturally relevant resources.
- Aided clients with housing applications by consulting with several agencies to retrieve 95% of required paperwork on time, including drivers' licenses, social security numbers, and medical information.
- Prescribed an appropriate primary care provider or psychiatrist based on clients' needs, assisted with developing crisis response plans, and continually checked on their status and wellbeing.
- Increased housing retention by navigating clients through bill payments, completing required processes for housing provider certifications, and intervening when tenant behaviors may jeopardize their housing.
- Coordinated with third-party providers, site-based tenant servicers, and property managers for shared clients; Scheduled all meetings regarding housing retention, site visits, and clinical consultations.
- Processed 10 client cases daily alongside supervisors to determine eligibility according to legal criteria; Provided recommendations to clients regarding financial eligibility.
- Prepared case records for all clients, including information on their eligibility and received financial assistance; Updated records as necessary and submitted required reports to state and federal

agencies.

- Created accurate budgets for a diverse group of clients to understand the cost of their monthly necessities in relation to their current income.
- Managed the care of 6 clients, reviewing their finances, purchasing necessary supplies, obtaining and administering medicine, and transporting to doctors' appointments.
- Facilitated quarterly check ins with case manager, family, staff, and the patients to ensure their care goals were meeting or exceeding expectations.

Recommended Template: [The Professional](#)

Human Resource Manager

- Spearheaded the #-month acquisition for a large pharmaceutical company, successfully integrating more than # new employees and an estimated # workstreams across HR and payroll.
- Onboarded 20+ global clients from 26 different countries, transitioning more than 20K employees into new payroll systems that complied with international regulations.
- Executed an organizational restructuring by reviewing the current compensation structure, conducting a job analysis, comparing to market data, and restructuring more than 500 roles.
- Supported multiple Fortune 500 clients with global equity reporting accurate international taxation for 10K cumulative employees.
- Spearheaded a merger for a large enterprise client with 1,500 impacted employees by conducting interviews to capture the details for all workstreams within benefits, equity, payroll, and HRIS.
- Migrated 500+ employees into the Civil Service Reform (CSR) for a large client within the federal government in only 6-months.
- Reviewed federal payroll throughout a 6-month merger, ensuring that 2,000 employees' records were input accurately within UKG and followed all regulations.
- Sourced a new benefits vendor for medical and 401K plans by conducting market research, creating estimates, and securing the vendor that best matched employee needs and company budget.
- Conducted full-cycle high volume recruiting for customer service positions, processing 35 – 60 applicants each week, scheduling and hosting interviews, and coordinating local job fairs.
- Counseled managers on performance management, providing coaching techniques based on employee data, including personnel needs, turnover, and absenteeism.
- Reviewed employee complaints and conducted timely investigations, documenting concerns and issues, facilitating actions, and escalating to the appropriate management team.

Recommended Template: [The Executive](#)

Human Resources Specialist

- Spearhead employee payroll for 200+ contractors by calculating actual time versus estimated time, communicating any changes with staffing agency, and collecting invoices
- Oversee the recruiting efforts for nonexempt and exempt positions by posting to job boards,

arranging interviews, and hiring an average of 4 employees per month

- Conduct new hire orientation by preparing paperwork, collaborating with hiring manager to create a first-day itinerary, and guiding new employees for the first 60 days
- Maintain employee's information in the HRIS, including data such as address, salary, title, reporting manager, benefit elections, and tax information
- Handle employee relations issues as they arise, including performance improvement plan development, internal investigations, and exit interviews
- Plan informational sessions to educate employees on benefit plan changes, record all requested updates throughout open enrollment, and collaborate with healthcare vendor to ensure data accuracy

Recommended Template: [The Executive](#)

Interior Designer

- Visit both residential and commercial job sites and create a design strategy by analyzing space availability, determining design needs, and gaining an understanding of the room's purpose
- Create initial design sketches, color themes, and ideas based on clients' current interior style and branding, continually revising based on customer suggestions
- Source and hire upwards of 10 contractors and vendors per project to implement design ideas, including Carpenters, Painters, Plumbers, Electricians, and Artists
- Develop project plans to meet client deadlines while accounting for needs assessments, design ideation, CAD prototyping, purchasing materials, and hiring contractors
- Curate designs for clients with all spaces and budget sizes, ranging from 100 square feet with a \$1K budget to 10K square feet with a \$100K budget

Recommended Template: [The Executive](#)

Interpreter

- Oversaw the translation of critical health information to 50+ non-English speaking Swahili-speaking patients to allow them to communicate with different medical staff, doctors, and nurses
- Reduced clinic's visit time by 40% and saved patients an average of 45 minutes by streamlining the sign-in process and creating a more effective schedule for staff
- Increased therapy adherence by 60% by understanding social detriments of health, communicating cultural nuances to providers, and helping clients understand available services

Recommended Template: [The Professional](#)

IT Service Desk

- Selected for a 6-month stretch assignment that included facilitating several sections of the new hire

onboarding sessions, which led to a permanent position on the learning and development team

- Wrote 300+ pieces of technical how-to and troubleshooting documentation; Published these in the internal knowledge base for both employee and customer usage
- Performed an average of 50 technical documentation reviews per month to maintain the integrity and accuracy of internal and external knowledge bases
- Provided technical support to 10K+ students, teachers, and administration members, raising the customer satisfaction rate from 92% to 98% in only 3-months.
- Implemented “Back to School” account reviews to proactively troubleshoot issues experienced by clients, reducing support tickets at the beginning of the semester by 27%.

Recommended Template: [The Scientist](#)

Lawyer

- Monitor legal risks in documentation and give guidance on the acceptable assumption of risk by assessing client needs and threats
- Preparing all documents to file cases, including briefs and other court documents for more than 200 cases annually
- Schedule and conduct depositions of witnesses and experts, ensuring that all reports and evidence are documented appropriately
- Develop and implement strategies to resolve cases favorably for the client through preparing documents, dispositions, briefs, oral arguments, and pleadings
- Identify potential implications for cases from legal precedents, research relevant legal materials, and gather any available evidence to build a stellar case for more than 100 clients annually
- Develop arguments and represent clients in hearings before various courts and administrative bodies and tactfully present cases to judges and juries
- Write, review, analyze, modify, and negotiate hundreds of settlement agreements, memoranda of understanding, confidentiality agreements, letters of intent, changes to agreements, and other contractual terms and conditions

Recommended Template: [The Executive](#)

Learning & Development Specialist

- Create, design, and deliver employee training plans to cover topics like change management, agile and lean six sigma, and effective meeting practices, reaching 1K employees within 3 months
- Assess training needs through the development, distribution, and collection of surveys, informational interviews, focus groups, and customer feedback
- Present content in various formats, including group discussions, lectures, simulations, and computer-based trainings
- Maintain all records of training and development activities, attendance, and results of tests,

ensuring that compliance mandates are met through necessary retraining

- Evaluate program effectiveness by writing, validating, and executing both pre and posttests, averaging an improvement of 45% amongst 500 employees
- Assess several training vendors, review proposals from 10 agencies, negotiate price points and deliverables, and choose the vendor best aligned to company needs and budget

Recommended Template: [The Executive](#)

Loan Processor

- Oversaw compliance for more than 65 concurrent applications seeking to make a purchase or take a new line of credit in 49 different states, closing 680 sales in the first year
- Provided continuous updates and troubleshooting for 45+ clients per month, sending weekly status updates, coordinating closing between client and lender, and obtaining all required documents
- Collaborated with 8+ vendors, including (Company), (Company), and (Company) to ensure that all applicants met mandatory regulation requirements
- Engaged lead pipeline of 70 potential clients by sending weekly updates while simultaneously ensuring strong customer satisfaction amongst current customers
- Received 10+ spot awards for exceptional customer service across all 50 states as a subcontractor for (Company)
- Overhauled the customer relationship management system, uploading more than 130 customers into both Salesforce and Jungo
- Assessed more than 50 inbound client's readiness, determined financial eligibility, compiled all application materials, and consistently reached out to provide updates on their loan status
- Expedited approval processing time by 23% by implementing risk assessments earlier in the client onboarding process.
- Prevented 30+ cases of identity theft for clients by upholding data integrity, company policies, and legal regulations.
- Trained 6 new hires and provided thorough mentorship that landed 2 employees in the top 10 rankings.
- Conducted 60+ monthly quality assessments on loan applications, credit assessments, and underwriting decisions

Recommended Template: [The Professional](#)

Logistics Specialist

- Oversaw the receipt, storage, issue, transfer, and shipping of stock for more than 150 customers by forecasting demand, managing a \$5MM budget, coordinating with 100 vendors, and procuring more than \$800K in parts annually
- Organized inventory by maintaining databases for short-based warehouse and ship storerooms,

keeping an accurate count of 1K+ items, and forecasting demand to fulfill orders on time, maintaining an 80% customer retention rate

- Managed a budget by negotiating more than 50 contracts for United States Naval vessels, coordinating with 100 different vendors, and providing payments to various ports after use
- Spearheaded the entire supply chain life cycle, overseeing the delivery of goods from the order-processing phase, coordinating external transportation companies, physically loading goods, and ensuring successful delivery

Recommended Template: [The Executive](#)

Manuscript Editor

- Led the proofreading of various manuscript types, including books, screenplays, and articles to eliminate grammatical and spelling mistakes in 100K+ word documents
- Created more concise documents for film producers, agents, and publishers, reducing word count of story drafts by over 25% with minimal changes to plot and story layout

Recommended Template: [The Professional](#)

Marketing Director

- Lead all marketing initiatives by collaborating one-on-one with the founder and creating engaging content for 5 social media sites with more than 10K collective followers
- Discover opportunities for improvement in the marketing materials created by outsourced marketing team and took the initiative to build an internal marketing team, eliminating the \$4k per month spent on vendors
- Built close relationships with (Company) by working with several small businesses and collaborating on trade shows, speaking engagements, and webinars
- Create monthly webinar series throughout the COVID-19 pandemic to gather 300+ attendees and provide educational content on rapidly changing laws, such as vaccine, mask, and paid leave requirements
- Launch \$25K worth of monthly paid ads on Facebook by selecting target audiences and creating advertisements for a promotional deal on employee handbooks
- Write monthly newsletters to continually engage lead pipeline and utilize Mailchimp to send to more than 10K recipients
- Oversaw the successful corporate rebranding campaign within a 6-month schedule, including new logo design, website implementation, print marketing materials, and digital campaigns with a \$25K budget
- Spearheaded the company's pilot program for email marketing, reducing website bounce rate by 43%, generating more than 250 leads annually, and an expanding brand awareness to over 5K new viewers
- Developed and tracked KPI's to ensure successful marketing and web campaigns, growing traffic 270% in the first year by creating dynamic content development and using exceptional SEO tactics

- Implemented a pay per click (PPC) program, garnering over 200 clicks per month with a 2% goal conversion rate in a high-cost market, with an average ROI ratio 5 to 1
- Led more than 15 projects through the complete sales cycle in the competitive San Francisco market, totaling 34 transactions worth more than \$82M in revenue
- Optimized internal team operations through the creation, development, and implementation of a shared workflow within CRM systems, reducing time spent recording updates by 100+ hours
- Initiated an overhaul of (Company's) branding by narrowing the target market, changing advertisements, and social media strategy, boosting the Instagram following by 300%
- Built brand recognition through a variety of consistent and creative marketing tactics, including campaign production on social media, email, mailers, and other advertisements, reaching an estimated 11,000 viewers
- Spearheaded all strategic marketing activities for 40+ clients, including communications, scheduling, legal documentation, and invoice and payment processing
- Oversaw more than \$18MM in sales and a \$100K marketing budget, while also establishing an indirect sales channel by recruiting other organizations to sell our products, representing more than 20% of sales in over 5 years
- Created a custom relational database tool after being quoted \$30K for product development and \$6K annual maintenance fee, saving more than \$100K and increasing sales from existing customers by 25% over the course of 12 years
- Improved workflow efficiency by standardizing vendors and components across multiple customers, reducing manufacturing times by 30%, raw material SKUs by 60%, and number of errors by 20%
- Altered marketing focuses and reallocated budget from printed catalogs and trade shows to instead improve online web presence, growing number of customers by 50% over 3 years
- Hired 5 sales representatives who each managed between 2 and 15 states by sourcing candidates from job boards, conducting interviews, and onboarding those most aligned with the role and company, leading to a 95% retention rate
- Determined 15% of subscribers were not eligible for discounts and created a \$2MM program that more thoroughly verified the employment and eligibility, generating an additional \$500MM in recovered costs
- Created and implemented training programs for 30K+ employees on the newly developed employment verification, the company Salesforce site, and how to run marketing campaigns

Recommended Template: [The Executive](#)

Marketing Specialist/Assistant

- Oversaw the business development, growing audiences on social media, building a network of new clients through direct calls, and researching new opportunities such as the Metaverse
- Create advertising campaigns, pricing strategies, and target the designated audience through strategic content creation, social media engagement, and implementing feedback

- Develop key performance metrics for marketing campaigns, continually monitoring and revisiting strategy, and change campaign to align with data insights, resulting in more than 90% of KPI's being met
- Coordinate the planning, scheduling, and promotion of on-site events, including setup and tear down, food and beverage management, event registration, promotional items, display units, and marketing strategy execution
- Partner with Account Executives and Sales Managers to better understand customer needs and suggest promotional campaigns to upsell current customers and capture new customers
- Created a promotional campaign for new AI capabilities, targeting adults ages 25-45 on TikTok and Instagram, leading to more than 10K sign ups in 1 month with a \$25K budget
- Prepared for events in both Paris and Korea by curating organic content, developing media kits, and promoting products and services to new clientele.
- Evaluated more than 50 influencers, selected those who were best aligned with the organization, and provided information on products and promotions to share with their audiences.
- Provided financial analysis to the marketing team by collecting all the upcoming projects for the calendar year, estimating digital and physical sales volume, and setting the \$5M budget accordingly.
- Developed performance reports by researching similar releases from 10+ studios, creating a competitive analysis, and updating the financial models for profitability and revenue.
- Secured the GEM award for the development of a 200-employee mentorship and training program to promote both knowledge share and building team morale.
- Executed the marketing plans by managing social media pages and email marketing, creating a 10-person collage ambassador program, and securing ad space in the (Company) Magazine for 2 quarters.
- Spearheaded 10+ events by developing project plans, supervising 2 interns, and collaborating with clients.
- Pitched marketing strategies to 3 different clients by completing a competitive assessment, curating a plan to address weaknesses, and implementing necessary changes.

Recommended Template: [The Executive](#)

Medical Receptionist

- Performed quality checks on 40+ daily patients' sensitive medical records to ensure all documents were properly uploaded to cloud-based system according to company standards and HIPAA regulations
- Met or exceeded all deadline requirements by ensuring that 90% of documents were uploaded in 24 hours and that 100% were complete in 48 hours

Recommended Template: [The Professional](#)

Medical Scribe

- Led the continuous improvement efforts for patient recordkeeping and increased efficiency for new

patients by 30%, 25% for returning patients, and 20% for follow-up visits

- Improved same day chart completion rate to 100% by writing concise notes, optimizing the workflow to include a thorough pre-chart capture, and proactively updating medical history throughout the appointment

Recommended Template: [The Professional](#)

Medical Technician

- Led the procurement of more than \$180MM of annual pharmacy supplies for an infusion center that saw 400+ patients per week and had 15+ satellite locations
- Implemented standard operating procedures (SOP's) for medication inventory and trained 8 employees on pharmaceutical compliance and how to streamline workflows
- Maximized patient experience by reorganizing inventory space to ensure base solutions were always on hand and minimized product waste, saving an estimated \$6MM annually
- Mitigated supply chain risks by maintaining an updated internal inventory system across sites, ensuring if one site had a shortage of product, patients would not be affected
- Assessed patient needs and developed new lines of therapy to aide with several different cancers, impacting an estimated 20K patients per year

Recommended Template: [The Professional](#)

Military

- Oversaw the training, health, and welfare of 15+ employees and their families at the 1st Squadron, (Location), which was the 1st US Cavalry that trained and prepared for overseas deployment
- Supervised team's daily workload and organizational logistics; managed the Armory, which included weapons and equipment valued over \$32M, and executed a \$10K+ annual logistics, repair part, and consumables budget
- Oversaw the redesign of a 20K sq ft maintenance facility throughout the entire project lifecycle by providing day-to-day management and updating key stakeholders on weekly basis
- Designed and implemented new organizational procedures that streamlined the procurement process and decreased the monetary amount lost, resulting in a 35% increase on evaluation audits
- Redefined strategy and current operating model by collaborating with the Defense Logistics Agency to change the disposition of 500+ pieces of equipment to be disposed of locally, saving \$500K+ in contract costs

Recommended Template: [The Bold](#)

Nurse

- Facilitated Mock Code training simulations dedicated to educating healthcare staff on how to respond to certain emergency scenarios, increasing chance of survival

- Implemented an infection prevention model, monitoring via badge how often staff were washing or sanitizing hands, and increasing compliance from 25% to 80%+
- Acted as the Preceptor for 3 recent graduates and new hires, providing specialized and on-the-job training to ensure their performance would exceed patient expectations
- Provided care for patients with hematologic malignancies, including leukemia, lymphoma, and myeloma patients, as well as pre and post bone marrow transplants (auto and allogeneic)
- Serve as the Goals of Care champion, ensuring that all patients have an advanced care planning notice, and increasing compliance from <30% to >90%
- Interact with 60+ patients per week, providing care starting at triage, creating necessary appointments, reviewing test results, monitoring their wellbeing, and adapting chart as needed
- Serve as a charge RN, caring for 35+ patients across all areas, including surgical, telemetry, pulmonary-ventilator, rehabilitation, ER, ICU, post-surgical, gastrointestinal, orthopedic, and observation units
- Conduct thorough assessments of each patient, create care plans based on medical history, age, cultural, and spiritual needs, and adapt these plans as patient conditions change
- Administer medication intravenously, by injection, orally, through gastric tubes, and other methods; documenting changes in response and adapting care plan as necessary
- Collaborate with other healthcare professionals, including physicians and interdisciplinary team members, developing and revising treatment plans based on identified needs and assessment results
- Manage schedule to ensure staff maintain a manageable workload and patients receive seamless care, creating assignments for incoming staff based on the acuity of each patient
- Triage patients in the Psychiatric Emergency Room, administer psychiatric drugs to patients during acute phases of their mental illness, and prevent self-harm and harm to others through restraint when necessary
- Continually assess patients and coordinate transfers to different facilities, provide connections to community resources, and discharge planning needs with social workers, staff physicians, and patients' families
- Assisted patients with multiple chronic diagnoses and associated wounds, including COPD, CHF renal failure, stroke, pressure ulcers, diabetes ulcers, and surgical wounds
- Ordered, interpreted, and analyzed medical, imaging, and lab data for physicians with different styles of practice, educated patients on the implications, and documented results accordingly
- Guided home health patients to improve lifestyle choices, reducing chance of symptom recurrence, and continued to monitor progress through physical assessments, medication, and chronic pain management
- Facilitated therapeutic communication, conflict resolutions, and crisis intervention by redirecting negative behaviors and helping patients to regain or improve coping abilities, preventing further disability
- Administered medications and treatments to patients, observed and reported on patient condition, progress, and medication side effects, and communicated all updates to involved healthcare teams.

- Conducted thorough assessments of 2 IMC and 4 med/surg patients each week, creating care plans based on medical history, age, and cultural needs; Adapted plans as patient conditions changed.
- Rotated the responsibilities of Charge Nurse with 8 other nurses in the unit, planning rotations, providing support to staff, and maintaining the overall operations of the unit.
- Ordered, interpreted, and analyzed results from telemetry and echocardiograms on behalf of physicians, educated patients on the implications, and documented results accordingly.
- Served as the preceptor for travel nurses and recent graduates in compliance with hospital policy, providing on the job training and constructive feedback when necessary.
- Provided various types of care for infants, including baby baths, newborn testing, cardiac screening (CCHD), newborn screening (PKU), neonatal abstinence syndrome assessments, and car seat tests.
- Checked TCB and serum bilirubin levels in infants and provided phototherapy to decrease jaundice levels when necessary.
- Briefed parents on the warning signs of postpartum depression, postpartum hemorrhage, incisional infection, and preeclampsia, along with how to clean abdominal dressings.
- Ensured infant safety by providing parents with information on sudden infant death syndrome (SIDS), safe sleep, shaken baby syndrome, circumcision care, and umbilical cord care.
- Consulted with parents and lactation consultants to help the infant find a good latch while keeping the parents comfortable with nipple shields and cream.
- Collected information on infants to ensure progression, including temperature, weight, feeding times, and number of wet and dirty diapers.
- Provided support throughout the circumcision process, including witness consent and verification, surgery setup and cleanup, and monitoring infant comfort throughout the procedure.

Recommended Template: [The Professional](#)

Office Manager

- Organizing the office schedule for 50+ weekly patients, including new appointments, reschedules, and cancellations, by frequently communicating with other interdisciplinary offices
- Generating dozens of reports from the company database, including Profit & Loss statements and case reports
- Optimizing the payment collection process by charging patients prior to procedures, removing the need to send invoices
- Spearheading inventory management by ordering equipment and continuously searching for better prices from suppliers
- Oversee an endodontics and implantology office with several staff members by managing all schedules, processing payments, and coordinating with approximately 20 offices
- Check in patients, help them complete medical forms, and process their payments before procedures to avoid sending follow-up invoices
- Coach new hires on computer systems, job duties, and sterilization requirements to ensure a consistent and optimized set of processes that meet HIPAA and OSHA requirements

- Head staffing efforts by posting on job boards, screening resumes, and interviewing potential candidates
- Prepare insurance claims, explain available benefits to patients, and outline pricing details for procedures and services
- Audit vendor prices for equipment and supplies to maintain low overhead costs and office budget
- Complete daily office setup by preparing all machines, sterilizing equipment, and ensuring adequate supply levels
- Maintain accurate record keeping in digital chart form on The Dental Office for more than 2K patients each year
- Understanding dental terminology and insurance breakdowns in order to communicate with appropriate parties
- Compassionately lead patients through high-stress situations and ease their stress levels
- Educate patients on their procedures and care plans, escalating questions to the doctor when necessary
- Forged the client database by creating profiles for each pet and entering their data, allowing for more consistency between cuts.
- Drove sales by collaborating with the (Company) to organize monthly specials, schedule promotions, and offer chances to win various rewards.
- Organized the logistics for trade shows and special events by securing venues, coordinating catering, and creating customer appreciation gifts.
- Created materials for conferences, sales programs, and client events; Served as the copy editor for all marketing materials and sales documentations.
- Oversaw 30+ client sites through purchase, groundbreaking, and maintenance phases; Regularly traveled to tenant sites to perform site inspections and maintain properties.
- Maintained paper and electronic project files, including construction team meeting agendas and notes, contracts, change orders, warranty documents, submittals, and RFIs.

Recommended Template: [The Executive](#)

Operations Manager

- Oversaw a facility of 200+ employees that process more than \$5MM of shipments per day through the strategic management of a \$50MM operating budget; responsible for \$18B in revenue annually
- Served as the project manager for modernization and renovation projects valuing \$250K, including the implementation of expandable and movable conveyor belts that increased fluid loading trailers on 7 different outbound routes
- Developed process improvements and new guidelines for managing departures, increasing the average trailer utilization by 23% and saving the facility more than \$25MM per year in unnecessary costs
- Created and implemented a dashboard that pulls real-time data for priority package locations and analyzed performance metrics, reducing labor hours for that process path by 33%, saving an

estimated \$24MM annually

- Drove an increase in package volume per hour by 97% in 2 months for overnight shifts by adopting lean principles, identifying trends, and removing barriers to success faced by associates and management
- Led the scheduling of all activities and established objectives for a 2,000 personnel organization, while also planning the deployment of more than 400 personnel to 8 different countries across Africa, Asia, and Europe
- Served as the lead point of contact for all official visits between the Commanding General and foreign militaries in 9 European countries, including NATO conferences and relationship building meetings with partner militaries
- Developed and monitored progress for more than 25 project timelines, coordinated with outside stakeholders, and provided progress and status records to unit leadership
- Led 4 Project Managers in a \$65MM equipment manufacturing company, ensuring 85% met or exceeded their KPI's, 90% of projects were completed on time, and 85% within budget
- Established strategic alliance partnerships with synergistic companies resulting in 22% higher annual revenue and reduced marketing costs by up to 30% annually
- Developed new procurement policies and systems, including sourcing additional fabrication firms, reducing extraneous spending by 15%, a total cost of nearly \$400K
- Continually found cost optimization opportunities by sourcing new logistic partners and negotiating better rates, reducing shipping costs by 20% annually
- Oversee teams of 65+ employees and 14 different facilities, manage variable budgets, ensure continual improvement of facility performance, and coordinate with vendors to maintain the integrity of each facility
- Prepare and facilitate 800+ training sessions for employees; designing programs with employee needs and relevant laws, regulations, and policies in mind
- Align talent with tasks by organizing, prioritizing, and scheduling work assignments between customers, vendors, and external stakeholders, completing 100% of projects on time
- Collaborate with people operations to guide change management within corporate identity, developing and implementing new strategies to improve workflow and team performance
- Provide customer service to 2K+ customers annually by resolving conflicts, handling complaints, and resolving grievances while simultaneously increasing new customers by 25%
- Spearhead the entire staffing lifecycle, leading recruiting, interviewing, hiring, onboarding, performance management, retention, promotions, and terminations when necessary
- Devise marketing efforts by creating strategies to ensure growth of programs, create campaigns with minimal budget, and source target audience on social media and in-person with banners, brochures, and flyers
- Manage funds by developing an annual operating budget, including census, payroll, staffing, and capital forecasts, continually monitoring to ensure funds are being used effectively
- Set an inventory minimum for all facilities, collaborate with vendors to ensure supplies are sufficient, and complete additional purchase requests when supplies are low

- Inspect facilities for needed repairs and maintenance, develop RFI's to gather vendor RFP's, assess capabilities and costs, complete contract negotiations with vendors, and coordinate with construction crews to maintain facility integrity
- Streamlined the delivery of 100M+ pounds of food in one year while navigating dozens of different cultural and religious food restrictions, including over 100K pounds of Halal food to 30 agencies.
- Charted the communication, project planning, and KPI tracking between 230 different agencies, food pantries, and (Company) employees.
- Spearheaded the relationship and donor management for the company's 10 largest partners, including (Companies).
- Conducted regular assessments of 300+ programs' operations and effectiveness and made recommendations for process improvements.
- Amplified brand recognition by collaborating with corporate on marketing and visual initiatives, as well as implementing policies on employee dress code and customer service expectations.
- Spearhead inventory management by organizing stock and completing accurate counts of 500+ different products
- Implemented new transportation agreements with customers, valuing between \$600K - \$XM per contract. § Contract/contract negotiation
- Reduced operating expenses 10% by assessing current labor and operating expenses and realigning resources.
- Developed an innovative new process to deliver 100 cars of specialized goods, resulting in \$600K of new business.
- Navigated a reorganization that reduced 60% of staff by creating updated labor plans and forecasts.
- Negotiated train schedules with more than # vendors to ensure deliveries were made in order of priority.
- Placed # monthly purchase orders for rail cars by projecting outbound volume while appropriately scheduling labor.
- Facilitated 2-week long certification sessions on remote control operations for 70-100 employees annually.
- Led the emergency action plan committee to update plans annually for 4 train yards.

Recommended Template: [The Bold](#)

Owner

- Served as the founder of a refurbish and resell HDTV business by finding a gap in the market, coordinating business standup, and launching of an operation earning more than \$250K in revenue annually
- Streamlined and optimized the sales data entry process by creating automations in Excel, analyzing results, and using the insights to implement market advertising strategies for more than 50 products annually
- Oversaw the development of a \$5K small business by conceiving, design, and manufacturing a

product that is now retailed nationwide and has generated nearly \$2MM in total revenue

- Implemented a scalable branding and marketing plan, including building an SEO optimized website, growing social media channels, and setting a clear target market, resulting in 15K site visits annually
- Secured more than 500 strategic partnerships with brick-and-mortar stores, including (Company) (Company), and (Company), generating more than \$18MM in revenue annually for in-store purchases
- Established a fulfillment center by researching ideal locations, hiring 11 employees, and maintaining a \$250K budget in order to service logistics and send more than 150 daily orders
- Built organization and administrative structures within 3 months, including hiring experts in business development, marketing, and people management, securing necessary business licenses, and establishing compliant payroll

Recommended Template: [The Executive](#)

Paralegal

- Led the opening and closing of 130 different legal matters, including cases such as guardianship assignments, incapacitated persons, estate planings, housing disputes, and disbursements of estates
- Increased process efficiencies and grew new business by creating an exhaustive and flexible document template, reducing time to complete by 70% and increasing Advanced Directive & Will signings by 225%
- Maintained asset inventories for legacies of deceased persons by tabulating and tracking asset collections, including estates valuing \$70M+, ensuring nothing was wasted, misdirected, or embezzled
- Composed 100+ affidavits, retainer agreements, petitions to court, and other legal documents; Served as document editor, ensuring that client documents had no grammatical, legal, and factual errors
- Migrated entire firm to Zola Suite Law Practice management software, reducing paperwork volume and expense tracking time by 40%, as well as correcting 300 hours of billed time, preventing revenue losses of \$25K+
- Aided more than 6 attorneys in formulating arguments for settlement cases by conducting legal research in Westlaw database, analyzing statutes, precedents, legal articles, and judicial decisions
- Prepared exhibits for trial and filed more than 500 briefs and motions directly to departments and judges presiding in the New York Supreme Court and multiple county courts
- Organized bookkeeping efforts for more than \$2M by spearheading invoice processing, budget reconciliation, and generating profit and loss statements

Recommended Template: [The Executive](#)

Payroll Manager

- Executed payroll for 15 nonexempt commissioned employees and 1099 contractors by entering accurate data into ADP, ensuring accurate timekeeping, and analyzing drivers' daily logs for errors or violations.
- Spearheaded the company's finances, including the monthly bookkeeping, accounts payable, accounts receivable, profit and loss statements, and both quarterly and annual taxes.
- Inputted all data from customer calls into the dispatch system, provided accurate quotes, collected payments, and dispatched the appropriate driver for the job.

Recommended Template: [The Executive](#)

Photo Editor

- Oversaw the \$100MM+ organization through the editing and worldwide distribution of 2,000+ daily paparazzi images to more than 1,000 vendors and an estimated 200K readers
- Ingested sets of images sent in from more than 50 different photographers, chose the best selection from each, and edited these to maximize visual impact, meeting 100% of sales KPI's
- Developed batch ingestion and uploading system to maximize efficiency and improve workflow by 60%, allowing more than 10K+ images to be uploaded on a weekly basis
- Ensured SEO best practices by writing enticing headlines and captions, researching and inputting more than 100 keywords, and incorporating metadata into all system images, increasing search functionality by 55%
- Led the researching, purchasing, and editing of photography for use on US Weekly and Rolling Stone digital platforms, increased SEO by 25%, and ensured 100% of print features were represented online
- Negotiated rates and maintained strong relationships with 5+ photo agencies to reduce photo rates by <35%; ensured projects were delivered on time and with a high-quality level
- Maintained a working knowledge of pop culture, movies, TV, music, and celebrity news, checked daily media grids, and sourced potential news that would perform well, with a daily minimum of 10 images

Recommended Template: [The Bold](#)

Police Officer

- Assessed public safety situations as they developed, applied knowledge and understanding of laws and human behavior for fast decision-making, and assigned and delegated appropriate response levels
- Served as an Evidence Recovery Technician, conducting preliminary inquiries, field interviews, and follow-up investigations to gather information and evidence
- Responded to domestic disputes, assaults, and burglaries, and completed thorough reports for

each incident

- Patrolled designated districts, interacted with the public, and mediated disturbances and disputes
- Submitted more than 1,000 reports that were used in court to solve misdemeanor and felony crimes

Recommended Template: [The Professional](#)

Product Analyst

- Led the growth of the Commercial Marine product group by expanding customer base, creating innovative marketing techniques, and maintaining a 95% of on-time delivery for more than 4 product lines
- Secured business development opportunities with the military by submitting compelling proposals and tactfully negotiating terms, leading to a \$7M contract with the United States Navy for over 100 new vessels
- Ensured more than 100 total products met contract requirements in both quality and delivery time by creating KPI's to track supply chain and production processes
- Reduced shipment delays by 25% in one year by collaborating with cross-functional teams to pinpoint high risk products and diversifying suppliers through the addition of 2 new vendors
- Introduced a digital sales tool, including a customer testimonial video, which led to the closing of 30+ new engine sales, the creation of an additional 20+ virtual testimonies, and more than 170K total views

Recommended Template: [The Professional](#)

Product Development

- Executed the entire design life cycle and successfully produced 3 seasons of men's suits, generating more than \$XK in revenue and # overall sales
- Wrote cost reports to ensure that the cost of manufacturing aligned with the designers' expectations and negotiated costs with 25+ vendors to increase profitability.
- Curated all product samples, navigating the logistics and sourcing of different fabrics, ensuring specifications met the standards, and collaborating with designers to discuss necessary changes.
- Managed the complete life cycle of 12 sun and optical eyewear collections and used product lifecycle management software to track the status of each product line and inventory item.
- Assessed 20+ products' annual performance, including revenue generated, costs of goods, and the price to ship, and implemented changes to improve the overall profitability.
- Sharpened the brand's overall identity by ensuring cohesiveness between brands, meeting with various licensors, and designing the product displays for merchants.

Recommended Template: [The Scientist](#)

Product Manager

- Led the creation and launch of marketing roadmaps for 7 major product groups, including (Product), (Product), and (Product), generating more than \$87M in total sales
- Reduced the average time to contact leads by over 20 hours through the usage of a Salesforce API, which allowed the generation of workflows that correctly and automatically assigned leads to the optimal representative
- Implemented KPI metrics with Google Analytics and discovered a high bounce rate on website homepage, developed a user survey to determine the root cause, and unveiled an optimized page that saw the rate reduced by 13%
- Developed a performance metric scorecard that allowed several teams to set targets and create incentive programs to improve performance for more than 10 sales representatives
- Conducted a customer analysis to determine most profitable group and found that the top 10% of the network accounts for 80% of yearly revenue, allowing the sales team to better focus resources
- Managed event marketing for more than 45 industry trade shows by coordinating attendance and displays, leading 2 demo vessel programs, and handling press events and customer experience days
- Redesigned the marketing strategy that reduced the product click funnel from 4 to 1 by narrowing the target audience, changing advertising methods, and optimizing the navigation of the website
- Oversaw a team of 4 (Product), (Product), and (Product) specialists to operationalize annual business plans by targeting new markets, creating new partnerships, optimizing sales methods, and increasing overall sales
- Increased commercial sales by 20% and improved standard product warranty by spearheading a new release, conducting VOC interviews, and conducting competitor market research
- Launched (New Product) to a new market, landing a partnership with the United States Coast Guard R&D group to outfit more than 500 existing vessels over the course of 10 years
- Led the sales team through a testing activity with more than 4 different quoting tools in order to find the most compatible system and optimize the product configuration process
- Implemented Salesforce CPQ to aide outside sales representatives in product quotes, leading to a 15% increase in weekly quote activity, reducing turnaround time from 24 hours to 30 minutes, and enabling mobile quoting
- Led Company's #-week migration from Home Care Home Base to Trella Health by collaborating with the Trella integration team and creating an entirely new instance post-integration.
- Enhanced product offerings at RXSafe by gaining an understanding of customer needs, defining feature requirements, and generating user stories.
- Grew and enabled teams to perform better for customers by curating a training course for 175+ account executives, managers, and directors at Company.
- Executed product strategies for RXSafe by overseeing the entire product lifecycle, developing roadmaps, and serving as the point of contact for customer

Recommended Template: [The Bold](#)

Program Analyst

- Oversaw the configuration of 50+ banks to allow for PPP loan applications to be accepted only 1 week after release, approving 225K applications in the first 2 weeks and processing nearly \$8B of loans for more than 63K merchants
- Configured 17 banks for online interacting using an SQL database, creating a new monthly revenue stream of \$3K per month for each project
- Wrote a 41-page training manual for new employees to use throughout their onboarding, leading to new hires starting work one month earlier
- Created and documented instructions on how to implement a new feature, covering topics such as database requirements and scripts, product configurations, and project scheduling, decreasing time to configuration by 50%
- Reduced errors for clients by coaching team members, creating optimized processes and workflows, and reducing manual processes, exceeding 90% of KPI's and reducing client error reports by 50%
- Served in a 3-month rotation between 3 departments to learn the online banking products, completing a project with 20 interns across the country that proposed a new marketing strategy to new customers
- Streamlined access into databases, finding a single point of entry instead of entering data into each individual system and creating shared documentation with the team to decrease time by 50%

Recommended Template: [The Professional](#)

Program Engineer

- Challenged with an ambiguous role within a startup environment to sell applications and products to mid-size to large medical customers with only 17 other employees.
- Assessed customers' needs and provided support throughout the entire product life cycle, including back-end programming, quality assurance, and component analysis.
- Provided insights throughout the entire engineering process, from ideation, programming, troubleshooting, physically building machinery, and creating automation systems.
- Built and maintained the informational databases for several types of data, including customer, site, product specifications, and medication dimensions.
- Developed SOPs from scratch to prepare for an acquisition by assessing current processes, coordinating with SMEs, and creating an easy-to-understand document.

Recommended Template: [The Scientist](#)

Program Manager

- Oversaw a team of 3 Analysts through cross-functional collaboration with 8 internal teams to develop and deploy 25+ mitigation strategies to stop competitors towers, saving more than

\$50MM in churn costs

- Curated a 6-month contract team that collected competitor data and automated data delivery to responsible parties, which was so successful that the team was then established as a permanent addition
- Eliminated the threat of 150 competitor towers being built by creating a full software suite to store and analyze competitor data, resulting in new strategic processes that saved an estimated \$50MM
- Developed and executed on a long-term plan for automation, focusing on removing more than 30 manual processes from 5 different systems, including Salesforce ticketing creation and automated data aggregation
- Completed construction drawings for various infrastructures, including new tower construction and ground equipment modification, valuing upwards of \$3M with sizes ranging from 1,000 sq feet to 10K sq feet
- Led the organization, prioritization, and establishment of project goals and realigned the strategy for a team that was 40-60% behind other regions, and within 3 of months, the team was performing at the 90-110th percentile
- Completed more than 1500 project tasks across 500 projects, including managing construction drawings in Siterra, reporting on project status in Oracle, and managing customer calls in NexsysOne within a calendar year
- Created purchase orders (PO's) valuing more than \$2MM total and sent to appropriate contractors while assisting the Site Development Project Managers with day-to-day Siterra task completions
- Coordinated with local power companies to obtain more than 200 Power, Fiber, and Building Permits and managed site logistics with more than 10 third-party vendors
- Organized 6 community events, including back-to-school drives, seasonal festivals, and talent showcases for residents and their families, averaging 25+ attendees per event.
- Planned, implemented, and facilitated 7 life skill courses for the residents, including money management, job readiness, and parenting preparedness.
- Recognized a low sense of community amongst women-identifying residents, coordinated a group of 20+ individuals, and hosted weekly sessions.
- Orchestrated more than 20 projects for global clients by assessing and setting the scopes, securing necessary resources, and communicating all updates with clients and employees via RAID logs.
- Reviewed the performance of the cost, quality, and customer satisfaction from all onboarding projects to source opportunities for improvement for future delivery items.
- Defined project scopes and milestones for #+ projects by assessing client needs, developing plans to manage interdependencies, incorporating project work streams, and mitigating risks.
- Drove the success of the month-long (Company) summer learning event for more than 50 teachers, creating arrangements with vendors for 3 meals a day, scheduling speakers, and developing agendas.
- Partnered with the (University) and other accrediting agencies to certify Institute curriculums, allowing community members an opportunity for low-cost credits on multiple humanities subjects.
- Accelerated the volunteer program by assessing upcoming needs, advertising open opportunities,

and leading the onboarding process, surpassing 30+ total volunteers.

- Organized the (Event) for more than 200 attendees, securing a lecturer from (University) as the keynote speaker, reserving an external location, and negotiating with catering vendors.
- Scheduled all travel arrangements for board members, guest speakers, and teachers for multiple events and conferences with a \$100K budget.
- Developed marketing materials and business correspondences, including programming logos, promotional materials, social media content, and meeting minutes.
- Improved quality of classes by surveying previous attendees to understand desire for new courses, continually recruiting teachers, and creating a simplified signup process via Eventbrite.
- Improved program awareness by studying the target audience and identifying underserved areas that competitors were not targeting.
- Recruited 10+ students for the program via social media, email campaigns, and on-site visits, maintaining between 20 and 40 students concurrently.
- Organized educational events and materials, including a speaker series and training opportunities with local clinics.

Recommended Template: [The Executive](#)

Project Manager

- Led the delivery of more than 40 total projects for an organization valuing more than \$60MM with an on-time delivery rate between 97% and 99% for more than 5K of total users
- Completed a computer text to speech project by developing AI, selecting qualified freelancers, and setting up jobs with recordings of customers' computer-generated voice, generating more than 700K+ annually
- Built techniques for querying a pool of 100K users to select the best performers of each language, leading to a list of 1,000 trustworthy champion users that could be recycled for execution of future jobs
- Developed a new workflow for identifying spammers by parsing user records for surnames from common spamming countries, catching 2,000+ spammers and saving an estimated \$200K in corrupted data
- Successfully implemented 5 text-to-speech workflows for computer speech normalization (A/B testing, Likert scale) and utilized these workflows to translate guidelines and advertisements into 3 different languages to train freelancers
- Oversaw a team of over 100 linguists and language specialists from over 30 world languages for NLP model training, allocated a \$200K budget, and generated an estimated \$2M of revenue annually
- Spearheaded an audio annotation project by creating a project schedule, collaborating with linguists, and negotiating project specifications and requirements with the customer, generating \$35K in one quarter
- Served as a member of a multidisciplinary 4-person team that carried out a continuous contract

valued at \$2MM annually for a large enterprise client with more than 140 users

- Acted as the technical go-to expert that managed 12 linguists for a tone and break indices (ToBI) prosody transcript project, experimenting with training AI to identify emotional queues and understand semantic intent
- Trained 3 other project managers in data presentation and created data visualizations in Tableau and Microsoft Excel for client review on weekly and monthly intervals
- Acted as a change management expert on a project with more than 500 reverse engineered AI prompts, successfully bringing the project back on track and reducing the overall schedule 2 weeks
- Oversaw 5 teams' KPI's from project inception to delivery, ensuring clear communications between teams for projects ranging up to \$500K, and delivering on time at least 90% of the time
- Collaborated with creative service agencies to create powerful marketing programs and an engaging corporate website, securing more than 20K viewers annually
- Directed the allocation of a \$100K annual marketing budget across 4 employees, the advertising agency, and 3 departments, including digital, print collateral, and trade shows
- Identified areas of potential efficiency improvements and outsourced additional fabrication firms, decreasing project production time by 20% and increasing on-time delivery from 80% to 95%
- Designed and implemented 6 new programs from the ground up, creating the structures, hiring necessary talent, writing policies, and leading the program launches
- Monitored performance across 3 concurrent projects alongside the CFO, ensuring all initiatives were on time, on budget, within scope, and met quality standards
- Restructured 4 underperforming programs by conducting data-driven assessments to identify high-impact opportunities and implementing upgrades in only 6 months
- Developed a matrix to assess 15 potential risks and incidents, determining if the threat would impact safety, security, legal standing, or funding; presented findings to the Board of Directors
- Institute and oversee therapy services for 100+ youth in the foster care system, ensure staff meet compliance requirements, and manage client relationships with 2 government agencies and 20+ schools
- Supervise community outreach, planning and executing 7 fundraising events, applying for \$350K+ in grants annually, and hosting a Gala with 60+ attendees and with \$5K+ raised
- Lead the county-designated project of purchasing cost effective new equipment for 60+ staff by negotiating with vendors, implementing systems on devices, and training all staff
- Deliver quarterly and monthly reports and dashboards from EHR, assessing both areas of opportunities and concerns, and providing insights to aide senior leadership in decision making.
- Restructured operations for the Mobility Back Office, resulting in a 50% staff reduction in 18 months while simultaneously maintaining or improving performance.
- Integrated Mobility Business Back Office personnel into the Mobility National Solutions Center by aligning processes, standardizing scorecards, facilitating cross trainings, and implementing a new work delivery tool.
- Implemented a national performance management process that produced scorecards monthly to help drive performance across all Company work segments.

- Saved over \$40M annually within the Company through process reengineering, cross training, and automation.
- Developed a vendor initiative that generated \$3.5M in savings, a year over year expense reduction of 15%.

Recommended Template: [The Executive](#)

Public Relations

- Developed a 4-week content calendar for Company with a focus on audience retention and engagement through targeted information sharing.
- Organized a 12-person list of competitors by conducting in-depth research on comparable businesses, their target audiences, social media strategies, and current gaps in their market penetration.
- Created marketing collateral and press releases for Niche, a social networking company, by performing Web 3 and publication research and analysis.
- Created a 6-week marketing campaign, including materials, calendars, and a strategic plan to enhance sales and membership, executing 100% of KPIs on time and within budget.
- Designed and distributed email campaigns to an audience of 50+ by ideating engaging content ideas and collaborating with other teams to understand current promotional campaigns.
- Recovered 2 accounts after the contracts had ended by reaching out to better understand the clients' current challenges and providing proposals with recommended business solutions.

Recommended Template: [The Executive](#)

Quality Analyst

- Led daily and weekly meetings within the 9-person team to provide status updates on current projects, top success stories, messages from leadership, and discuss any changes made to rules and regulations
- Trained new associates on best practices and organizational standards including how to use systems, communicate with buyers, handle damaged inventory, and properly document records in Google Sheets
- Conduct daily quality assessments for employee performance and inventory to ensure that all data is entered according to company policy and that all inventory will meet buyer and customer standards
- Audited employee and client data to ensure that assessments are completed on an annual basis, all documentation is accurately completed and recorded, and 30+ clients were properly discharged annually
- Guided implementation and maintenance of the EHR system, developing efficient workflows, creating automations, and training employees to utilize and troubleshoot

Recommended Template: [The Professional](#)

Real Estate

- Generate over \$5MM in sales annually by selling residential real estate in the South Bay and developing a strong network of potential high-ticket buyers
- Create video content for Instagram and TikTok to generate a larger pipeline of potential buyers, gaining 100K+ views on several posts
- Capture 100+ leads and create a customized comparative market analysis by developing a sales funnel on Facebook to capture key information from potential customers

Recommended Template: [The Executive](#)

Regional Manager

- Led a team of 200+ inbound managers and associates with 3% turnover, 92% lower than industry standard.
- Achieved highest store productivity rates in all of Texas for 2023.
- Reduced recordable injury rate 47% by analyzing previous employee data to identify and correct root causes
- Improved store operations and reduced customer complaints by developing new quality control measures.
- Developed process guides for Process Assistants, resulting in excellent quality scores and promotions to management.

Recommended Template: [The Executive](#)

Relationship Manager

- Spearheaded client relationships to manage 15+ data breach responses, curating call centers and print teams, and continually communicate with clients post-notification to handle all escalations and exceed customer expectations
- Converted one-time clients into consistent clients by aggregating their breaches on a monthly basis and consistently exceeding their expectations

Recommended Template: [The Executive](#)

Researcher

- Led 3 focus group discussions with a \$50K research budget to collect data from more than 193 subjects in Minnesota on the knowledge, attitudes, and practices of dementia among African immigrants

- Recruited 140+ participants by visiting African churches within the twin cities, distributing 200+ flyers, and posting announcements to 500 people on African immigrant social media sites
- Organized 3 dissemination of study finding meetings by coordinating with 80 church members, hosting an audience of 2,000 on Facebook Live, and a roundtable with more than 1,000 (Company) Neurology practitioners
- Facilitated 3 dementia education meetings for African immigrants and shared resources on end-of-life care, end of life planning, and legal planning in order to improve cultural competence for both caregivers and providers
- Collaborated on 2 academic documents, with a peer-reviewed manuscript dedicated to the attitudes and practices of dementia among African Immigrants, and a 30-page education booklet for caregivers on dementia
- Construct and validate new network model of skeletal myocyte responses to resistance and endurance exercises, synthesizing conclusions from over 80 published papers
- Develop a model that correctly predicts 78% and 69% of results in independent experiments of resistance and endurance exercises, respectively, and identifies key signaling molecules and pathways responsible for regulating these changes
- Collaborate with researchers at (Company), (Company), and (Company) on models of exercise-induced gene expression
- Supervise high school summer intern by devising research tasks, teaching Python programming, and advising on applying to engineering undergraduate programs

Recommended Template: [The Scientist](#)

Risk Manager

- Developed and implemented emergency response plans for 3 facilities, including risk management, business continuity, disaster, and health and safety plans
- Conducted root cause analyses and investigations into 5+ incidences annually and created corrective action plans to ensure the incident was not repeated
- Provided oversight of security and safety both in-person and online with walkthroughs of each facility and with training on cybersecurity and protecting PHI
- Drove the certification process for CARF, reviewed more than 500 pages of requirements, and ensured standards, processes, and documentation qualified for the accreditation

Recommended Template: [The Executive](#)

Safety Representative

- Reviewed documents when hiring new drivers, including licenses, certifications, and results from physicals, ensuring all were complaint and met safety standards
- Managed CPAP program, ensuring 3K+ employees with sleep apnea received the proper care, had

reasonable accommodations, and documented this information accurately

Recommended Template: [The Professional](#)

Sales Engineer

- Led the 10-person technical team responsible for the deployment of 70 projects across 10 digital transformation products, growing the revenue from <\$1MM to >\$5MM annually over the course of 5 years
- Served as the team lead for a multi-year project valuing \$3MM in revenue for both the sales process and technical implementation, successfully maintaining the 24-month schedule and \$175MM budget
- Trained 125+ Sales Representatives in the Pacific Northwest in their customer interactions across 7 digital transformation products in only 6 months
- Developed a process within ABBYY Vantage and ABBYY FlexiCapture, using NLP to automate a full digital transformation process of over 50MM documents by generating 120+ classification types, each with 15 index values
- Conducted project and customer discovery by exploring their current workflows and discussing opportunities and challenges and used this information to prepare a total of 70 Statements of Work (SOW), representing \$2MM of revenue
- Acted as a senior advisor on an 8-person technical team, responsible for the deployment of 152 projects across 10 digital transformation products, securing the ABBYY Partner of the Year Award in 2019
- Ideated, designed, and deployed a new (Company) Branded product to expand service catalog for over 39 clients, bringing in an additional \$500K in recurring revenue within the first year of rollout
- Provided oversight and mentorship throughout the sales process for a \$2MM multi-year project while ensuring the technical implementation of FlexiCapture for an enterprise software firm with 5K+ employees

Recommended Template: [The Executive](#)

Sales Manager

- Led the expansion of the business in North America and Puerto Rico, increasing annual revenue by 35%, generating an annual revenue of \$6MM, and supervising a team of 2 salespeople and 6 manufacturing representatives
- Qualified incoming sales leads, defined needs and specifications, and wrote detailed project specific proposals, increasing sales conversion rate by 40%
- Curated spare part recommendations for more than 550 clients and followed up post-delivery to ensure critical parts on client's shelves, securing an 85% on-time delivery rate
- Created a proactive spare parts initiative to better align current inventory with existing customer base, resulting in increased annual parts sales by 13% in 2012 and 12% in 2013

- Oversaw a \$55MM portfolio for residential and commercial property inspections by acquiring and retaining 16K customers, increasing YOY profit by 200%, and successfully closing on more than \$14MM in sales annually
- Cultivated strong relationships with clients and provided custom solutions and proposals to drive business growth by 200% annually, generating more than \$3MM in profit annually
- Spearheaded vendor management, securing more than \$990K in materials annually, while simultaneously sourcing materials with high quality and low costs, saving more than \$70K annually in supplier costs
- Managed more than 5 concurrent projects, valuing anywhere from \$4K to \$150K by tracking all updates within Acculynx CPM Software and serving as the lead point of contact for all customers
- Developed fixed price contracts averaging \$107K by analyzing previous projects, forecasting necessary manpower and materials, and customizing for unique customer needs
- Supervised more than 3 sales executives responsible for more than \$35MM as a team by training and coaching them on inspections, sales, project management, and upselling processes
- Led a team of 5 sales executives through marketing development, market research, and product development of innovative packaging materials, acquiring more than 800 customers and \$750K in revenue across the US and Canada
- Organized the logistics and manufacturing for more than 4 total products annually by coordinating with warehouses, determining effective means of shipments, and ensuring that 100% of orders are delivered on time
- Generated a strong sales pipeline by sourcing potential wholesalers and distributors from networking, cold calling, referrals, houseware clubs, and tradeshow securing more than 600 new customers over the course of 4 years
- Conducted sales presentations and product demonstrations to more than 250 customers annually, leading to a 250% increase in purchases compared to customers who worked with other sales managers
- Delivered exemplary client services, building a community and a strong B2B reputation which resulted in a client satisfaction rate of 95%+ and client retention rate of 75% year-over-year
- Enhanced product performance by assessing needs and feedback from customers, investigating competitor data, and coaching account executives to be more efficient.
- Spearheaded the CRM overhaul by establishing the project plans and serving as the lead point of contact with 3 separate vendors, including (Companies).
- Overhauled the sales training program, upgrading the content to better educate account executives on customer needs, successfully training more than 250 remote employees.
- Conducted biweekly onboarding for new sales representatives, providing training on the Trella CRM, delivering insights on the product offerings, and updating access to all websites and systems.
- Created and maintained a database of customers within Microsoft Excel, providing significant cost savings on system management.
- Served as the Key Holder and Supervisor for a team of 10+ and ensured a great customer experience by providing employees with training, delegating tasks, and coaching when necessary.

- Maintained the inventory budget by assessing products, determining what is high in demand, and forecasting needs while keeping product expiration dates in mind.
- Promoted to Junior Sales Manager after only 6-months for continually scaling memberships, instituting process improvements, and suggesting business solutions.
- Increased company revenue 15% within the first 4 months of the position by following up with new customers after their first class and closing additional sales.
- Spearheaded account memberships for 250+ current customers while prospecting and engaging an additional 100+ new clients from the sales pipeline.
- Reduced cancellations by 20% after recognizing an opportunity to engage the customer prior to their classes and implementing a new customer communication strategy.

Recommended Template: [The Executive](#)

Sales Representative

- Oversaw the market expansion and generated 400+ new clients by conducting public outreach and education, valuing more than \$30K additional revenue annually
- Amplified customer service practices by managing customer issues from end-to end, from identifying their issue, creating a ticket in the CRM, tracking their asset delivery, and verifying closure for more than 200 customers annually
- Spearheaded improvement efforts after receiving constructive feedback from customers regarding free equipment incentives, reducing equipment waste and saving an estimated \$50K annually
- Acted as a brand ambassador, creating a lead pipeline through the identification of more than 5,000 potential customers, discussing (Product's) value proposition, and following up to drive more than 400 total sales
- Trained 10+ sales representatives on sales tactics, customer negotiation, and company procedures and policies, leading to 90% meeting or exceeding their sales KPI's
- Oversee the sales, marketing initiatives, and advertising for (Product), an enterprise partner dedicated to growing sales for their digital products, with an annual revenue of \$40K
- Navigate the development and marketing of product pages through both Shopify and Amazon, securing more than 5K+ views from potential customers
- Shattered sales expectations and received praise for placing in the top 20% of regional sales associates within 6 months of starting
- Increased personal monthly sales average by 20% and sold more than \$10K in club memberships and merchandise in only 6 months.
- Executed more than 200 outbound and 100 inbound sales by sourcing qualified individuals who were interested in buying a club membership
- Consistently recognized as a top performer for boosting sales and continually assessing and refining sales strategies.
- Created communications templates for team members to further improve speed and increase chance of sales.

- Curated unique sales displays for each event with the goal of engaging customers with product demonstrations and one-on-one engagement.
- Developed experiential events like makeovers and classes for customers by coordinating with other vendors and hiring freelance talent.
- Provided training to Ulta employees on products, including the value proposition, correct usage, and what products were appropriate to upsell.
- Drove product sales of (Company) by becoming an expert in the products, building customer needs, and suggesting appropriate product solutions.
- Recruited to work for (Company) for continually displaying sales excellence and building strong relationships with customers.

Recommended Template: [The Professional](#)

Server

- Spearhead revenue generation by processing upwards of \$XK per day, maintaining bank, ensuring daily sales and revenue match, and accurately completing paperwork.
- Upsell guests on additional food or beverage items, increasing the average guests check by \$15, securing the highest amount amongst 10 full-time servers.

Recommended Template: [The Professional](#)

Service Coordinator

- Served as the lead in sourcing key components directly from manufacturers saving the company 26% in annual costs, with \$95K alone for one component
- Designed a customer outreach program by hiring 2 additional Service Engineers, decreasing quotation turnaround time to less than 24 hours, and increasing field service calls by 60% and overall customer satisfaction by 70%
- Amplified proactive parts and service initiatives, increasing overall department revenue by 200%, producing over \$1MM in annual sales

Recommended Template: [The Professional](#)

Service Manager

- Oversaw a team of 70 Store Associates with a focus on client's satisfaction and operational efficiency, achieving a sustained NPS of more than 65 and meeting repair turnaround time goals more than 90% of the time
- Conduct more than 15 trainings for 50 Store Associates annually to ensure compliance with all (Company) policies and procedures and provide feedback to improve performance
- Coordinated the transition of the service department from one store location to another, including \$500K+ worth of technology, and completed the move on schedule and with minimal impact to

service

Recommended Template: [The Executive](#)

Software Engineer

- Oversaw 4 major systems of 17+ services within the (Company) ecosystem, a team of 10 engineers in a global working environment, serving an organization valued at \$150MM and deploying a \$25MM engineering budget
- Collaborate with an interdisciplinary product team to define strategic direction and guidance for product development and releases within an organization, overseeing successful revenue growth of 22%
- Improved overall build times of all Docker based services from an average of 5 minutes to 225 minutes through process improvements, improved capacity planning, and quality assurance
- Reduced build failures from 50% to 0% by resolving poorly written scripts, driving adoption of new processes, and spearheading the change management efforts to ensure continued sustainability
- Decreased overall release time for eSign and Smartview products from 5 days to 3 by standardizing release processes, altering the workflows for more than 25 internal stakeholders
- Alleviated more than 15 existing defects in Smartview APIs and 20+ defects in eSign APIs over the course of 4 months by rewriting codes in both Ruby and TypeScript
- Oversaw the architecture, design, and implementation of 10+ systems by leading a cross-functional team of 8 and a budget of \$17MM, generating an annual revenue of \$35B
- Refactored existing SQL-based Search Engine, made up of C# code and Stored Procedures, in order to improve search performance by more than 40% for external clients and users
- Decreased the average lines of boilerplate code per new event from 100 to 50 by architecting, designing, and implementing a new unified Event Model for Risk Fabric
- Curated new standards, templates, and processes for creating new Application API's, reducing initial API development by 1 day for 10 different API Controllers
- Led the development of software for the (Product) and created rapid prototypes for US Senators, securing an additional year of funding for more than 300 employees
- Converted existing protocols to integrate weapons and sensor systems, created common operations protocol, and maintained documentation for joint operations across 3 countries, including US, Germany, and Italy
- Collaborated with 2 interdisciplinary staff to create real-time 3D visual interface with Java, OpenGL, and JMaps for (Customer)
- Served as a team member for the Information Technology Systems Center and conducted research on applying data mining techniques for the (Company) programs, valuing more than \$100K
- Facilitated high complexity searches of large data stores averaging 20MM lines of data by creating data mining visualization interfaces to provide insights and make business decisions
- Produced software simulation of transportation infrastructure for military strategy video games, later deployed to 3K users, and generating more than \$150K in revenue

- Improved application performance 25%, creating a more user-friendly environment using JavaScript and React Frameworks.
- Increased internal user satisfaction rating by 20% in two months by creating features that aligned with UX and design standards while maintaining accessibility.
- Reduced feature implementation time by 30%, helping to create a process that consolidated user suggestions, allowing engineers to dedicate more time to product development.
- Implemented UI accessibility into the development process, successfully integrating accessibility testing into the CI/CD pipeline and developing remediation strategies for errors.
- Secured approval for AWS Cloud implementation after creating a strong case for decision makers, leading to enhanced application architecture, increased scalability, and better application performance.
- Provided mentorship and code reviews to junior engineers, leading to a 40% improvement in code quality and decreasing system errors.

Recommended Template: [The Scientist](#)

Solutions Architect

- Led efforts for large architectural and infrastructural updates for a 500-person organization, including migration from legacy systems to cloud based environments, green field deployments, and critical security patches and upgrades
- Acted as the Agile Release Train Architect and led approximately 6-10 scrum teams through the development of OTT solutions for Live TV streaming, Video-on-demand, dynamic and insertion, 72-hour rewind, and Cloud DVR
- Served as the technical lead and architected solutions for an automated video test system, resulting in 50% improvement of video start time and a 25% increase in bandwidth efficiency, outperforming set KPI's
- Developed an internal proof of concept effort to create an open-source live TV transcoding/encoding solution that demonstrated the capability to yield an estimated \$10MM in savings
- Resolved a cloud DVR issue by supervising a team of 50 engineers through critical war room activities and collaborating with stakeholders and executives, resulting in a system that supports 1M+ concurrent recordings and 100K+ playbacks
- Acted as a lead on a newly developed Digital Transformation professional services team, securing more than 30 clients and \$500K in revenue over the course of the 24 months after launch
- Streamlined an internal project to enable the auto-ordering of parts within E-Automate, resulting in an efficiency improvement of 33% cost savings of \$175K+ annually
- Oversaw an intelligent data capture project by utilizing ABBYY FlexiCapture to automate the processing of 30MM bills annually, resulting in a 200% efficiency improvement and over \$10MM in saved costs over 5 years

- Provided 24/7 tier 3 technical support on ABBYY products for more than 40 enterprise clients by collaborating with 6 team members to ensure no disruption of service
- Supported customer interactions across 7 digital transformation products by collaborating within TopLeft project management software and bridging the gap between customers and deployment engineers
- Led a team of 5 through (Company's) acquisition of (Company) while supporting a manufacturer that generated more than \$127MM
- Engaged 400+ sales and 300 support representatives to grow awareness as a President's Club vendor by hosting demonstrations and organizing competitions to sell catalog of products, growing sales by 18% YOY
- Organized a marketing event and invited more than 500 potential clients and developed tools to streamline the quoting and pricing processes, growing revenue by 10%
- Oversaw the implementation of tools for inside sales and interacted with 6K+ technology reseller accounts to outperform previous years of sales and secure the highest sales in (Company's) history
- Developed macro enabled tools within Microsoft Excel in order to limit quote time for sales associates, reducing time spent from over 10 minutes to under 2 minutes
- Served as the post order support for continental government sales teams that brought in \$75K of revenue, integrated mailbox management techniques to cut response times by 50% and facilitated trainings for 5 sales branches
- Achieved (Company's) highest sales year in history of \$70MM and grew sales by 6% through the implementation of optimization tools for inside sales and interacting with 6K+ reseller accounts

Recommended Template: [The Scientist](#)

Store Supervisor

- Acted as the customer satisfaction expert, exceeding daily sales targets of \$800-\$1,200 and weekly goals of \$5,000 by ensuring product display, customer returns, and efficient checkout process
- Ensured team cohesiveness and communication between more than 9 associates, including sales associates, cashiers, security guards, and stockroom personnel, saving more an estimated \$10K in loss prevention
- Led more than 30 staff members to contact research participants by facilitating training on job protocols, delegating tasks, and conducting quality control for thousands of phone calls
- Coordinated the data entry of 500+ survey responses by organizing within Microsoft Excel and exporting the data, leading to impactful analytics that influence future business decisions
- Spearheaded administrative tasks, including filing employee time sheets with an average of 500+ weekly hours, coordinating with the payroll group, mailing out election materials, and ensuring the disposal of confidential documents
- Acted as the manager for a team of 60 staff members and conducted all performance coaching, annual appraisals, and salary administration, achieving a 10% growth in KPI output and a 99% staff retention rate

- Oversaw the career development and 10+ staff members by holding one-on-one career development meetings, setting goals, defining training opportunities, and working with Program Management to balance available staff with work
- Supervise more than 15 sales staff, delegating tasks for 2-8 employees throughout each shift, and ensuring staff breaks are aligned to business needs
- Drive the daily operations of the store, opening the business and preparing for 60-200+ customers per day, closing and cleaning the store, and counting more than \$2K in cash per shift
- Spearhead the inventory management for the store, receiving shipments on a weekly basis, organizing the back stock, and ensuring adequate inventory is available
- Oversaw day to day operations for the store, coordinating staffing needs, assigning tasks, creating schedules for 25+ sales associates, and handling escalated customer issues
- Curated the visual merchandising of the store for more than 5K+ inventory items, organizing the store layout to match the brand and appeal to the target audience
- Collaborated 1:1 with customers to help style and create looks, providing a personalized experience and building strong relationships with VIP clients
- Managed daily store operations, determined necessary assignments for the day, delegated to 25 of staff members, and simultaneously providing excellent service to 100+ customers per day
- Identified business opportunities and created effective and cohesive visual merchandising decisions based on clientele needs and store reports
- Managed the college ambassador program and budget by running advertisements with the business school, hosting events for students, and collaborating with corporate on marketing campaigns.
- Secured 3rd highest sales in the nation for 2 consecutive months by building relationships with high-level clients.

Recommended Template: [The Executive](#)

Strategy Consultant

- Facilitated workshops and discussions for clients, covering topics such as environment, sustainability, climate change, climate adaption, heat and heatwaves, ocean climate, and net zero carbon removal.
- Provided research and advisory on policies within multiple organizations, including (Companies).
- Drove business opportunities by acquiring two grants valuing \$1M+, spearheading fundraising and donation collection, and aligning the branding and marketing of the organization.
- Executed a \$150K 10-week sustainability project for a non-profit that provided climate and sustainability apprenticeship opportunities for inmates.

Recommended Template: [The Executive](#)

Student

- Managed the workload of 6 courses simultaneously, maintaining a 3.9 overall GPA
- Wrote a 10-page paper on the history of World War II alongside a group of 3 peers
- Conducted in-depth research on several academic areas, including history, psychology, and

geography

- Developed a personal budget using Microsoft Excel
- Led a group project on the history of the Spanish language in Mexico, receiving the highest grade in the class
- Served on the newspaper committee, researching relevant information for weekly issues

Recommended Template: [The Student](#)

Systems Administrator

- Led the Mac troubleshooting and repair for more than 5,000 customers annually by maintaining knowledge of Mac products, providing insightful advice to customers, and applying hands-on support
- Diagnosed and resolved 100+ technical issues resulting from hardware, software, and connectivity issues while simultaneously offering accompanying accessories to improve both customer experience and revenue
- Oversaw the management, sustainability, maintenance, and troubleshooting for more than 100 Mac computers across campus in both single and multi-user environments
- Improved the uptime in 13 classrooms by more than 30% through the implementation of automated software updates and a self-service portal to users to conduct quick fixes independently
- Designed and implemented endpoint management strategy, including issue response strategy, leading to 50% faster issue resolution and 95%+ client satisfaction
- Purchased and deployed 2 large investments, including 75 computers valuing \$180K+ as well as \$75K in other technology, A/V, and music equipment
- Overhauled classrooms for transition to remote/hybrid learning in less than 6 weeks by outfitting 11 classrooms with over \$120K in new AV and computer equipment
- Collaborated and negotiated with multidisciplinary teams across campus to refresh wired and wireless network hardware, securing a 99%+ network uptime
- Concurrently run and maintain Jamf to reduce risk and maintain secure systems, Python to build custom websites and software, and Bash to automate 10+ recurring tasks such as backup and sync
- Served as the Regional Lead System Administrator for more than 100 (Company) Engineers and oversaw more than 300 military and 5 civilian locations throughout Afghanistan, totaling an estimated \$2MM in equipment costs
- Provided IT help desk services by managing tickets in Track It, tracking, updating ticket status, and verifying resolutions for more than 500 tickets every month
- Planned and executed the migration to Windows 7 for more than 100 remote devices in 4 different remote areas by developing a project schedule, collaborating with engineers, and conducting a mission impact study with the customer
- Discovered a low data security threat and developed a data encryption plan for over 300 computers, saving an estimated \$10MM in risk recovery annually
- Ensured success of SharePoint projects valuing \$50M by facilitating training for 30+ departments

and more than 300 interdisciplinary personnel

- Maintained up to date employee data in PeopleSoft and Kronos by updating worker's compensation status, unemployment claims, and employment statuses.
- Supported (Company's) temporary staff by collaborating with managers to set fill rate goals, providing orientation to 300+ staff, and ensuring attendance and productivity after hire.

Recommended Template: [The Scientist](#)

Systems Engineer

- Oversaw the systems architecture in a \$3MM startup by leading a technical team of 5 through the strategic development of standardized project management and engineering processes
- Created all established company processes for configuration management, use case development, and risk mitigation, resulting in a 50% reduction in missed customer requirements and a 100% increase in on-time deliverables
- Organized the development of cloud-based machine learning tools for predictive health management with a \$250K budget, securing proposals valuing upwards of \$15MM
- Increased follow-on contract awards by approximately 25% by leading projects from concept to delivery, including defining concept of operations, designing architecture, testing, validating, and final delivery to customers
- Sourced more than 10 different vendors and suppliers by determining necessary supplies, drafting requests for information, and negotiating final prices to ensure the adherence to a \$1MM budget
- Spearheaded a \$1M effort through both technical and project management that led to a subsequent patent for a software defined distributed networking solution
- Served as a core member of the lead systems engineering team, conducting research and development efforts to create a 10G optical fiber network for (Product), leading to the win of a \$500MM contract with (Company)
- Conducted trade study analysis and architectural development for internal vehicle computer systems by collaborating with suppliers, vendors, stakeholders, and leadership, resulting in a 50% savings per system for each mission computer
- Established templates and best practices for technical documentation and architectural design which allowed teams to reduce review time and subsequent requirements redesign by approximately 25%
- Presented and delivered preliminary design reviews (CDRs, PDRs) to more than 100 audience members, including development teams, test teams, leadership, and stakeholders from both customer bases and partners

Recommended Template: [The Scientist](#)

Tax Associate

- Achieved top customer satisfaction ratings for 50+ customers by leading a thorough and concise

onboarding process.

- Prepared #+ proposals and contracts that outline payroll services, terms, pricing, and additional offerings.
- Supported 20+ monthly clients during the garnishment process interpreting their legal requirements.
- Identified high-potential prospects via Salesforce by assessing client characteristics that led to higher conversion rates.

Recommended Template: [The Professional](#)

Teacher

- Oversaw 25 students per academic quarter, planned and executed 120+ educational events both on and off campus, and collaborated with 8 different departments to develop curriculums, exams, and student schedules
- Implemented a school-wide integration of digital devices and Google Classroom for more than 200 students, 25 teachers, and 15 administrative staff, leading to a 200% increase in student engagement and 150% in student success
- Host parent teacher conferences quarterly to keep family members informed on student's performance and any other important information related to their education
- Complete all requisite paperwork, including lesson plans, gradebooks, attendance sheets, and health/safety reports
- Ensure students safety by continually sanitizing classrooms, supervising recess and other activities, and checking equipment functionality prior to student use
- Curate activities that encourage students to ask questions, problem solve, develop creativity skills, and practice communication
- Grade assignments within one week of due date and promptly upload results to Blackboard so students, parents, and faculty can track their progression in the course
- Offer one-on-one tutoring for interested students, creating an individualized education plan to meet their unique needs
- Collaborate with other faculty to ensure a well-rounded and holistic education through quality programming
- Developed lesson plans for 5 classes and 160 students per week and created accompanying materials to aid in learning, such as class activities, homework, and tests
- Educated students in grades 7 and 8 in multiple subjects, including AP History, Ancient History, and European History while also adapting to students' different learning needs
- Monitored all student's performance and provided one-on-one support for struggling students, communicating with their parents when necessary
- Aligned curriculum with state regulations and school objectives, strategically developing a course that covers all content within a 12-week period
- Utilized digital systems such as PowerPoint to create content, Zoom to teach students virtually, and

Blackboard to record grades

- Prepared students for state standardized testing, resulting in more than 25% of students scoring in the 90th percentile and another 50% scoring above state average
- Overhauled the school's attendance after receiving a one-star rating by engaging with community members and changing policies, leading to a four-star rating after only one year.
- Coached five teachers in the Early Leadership Institute by creating training modules centered around best practices in learner engagement.
- Executed a project on behalf of the Teacher's Association by collaborating with peers on materials and facilitating sessions with potential members.
- Served as the special education teacher and case manager for two different grades, coordinating with parents, students, and faculty to create learning targets and modify the curriculum for students.

Recommended Template: [The Professional](#)

Teaching Director

- Oversaw more than 120 students ranging from kindergarten to 5th grade, supervised 20 staff and 7 substitutes, and simultaneously improved the workplace and reduced absenteeism by 40%
- Implemented both employee performance evaluations and improvement plans, leading to a 42% increase in employee performance and an 80% increase in employee engagement
- Created a quality improvement plan after developing and launching a program survey to 300+ parents and guardians, resulting in a 30% increase in overall quality
- Prepared 20+ different types of documents, including program reports, curriculum plans, newsletters, and schedules; consistently submitting 2+ months ahead of company due dates
- Oversaw 95 children from ages 3 months to 6 years old, supervised 15 teachers, assistants, and other staff members, and coordinated more than 50 weekly activities across 7 different classrooms
- Spearheaded business growth by screening, interviewing, and hiring more than 100 applicants, while simultaneously increasing student enrollment by 60% and changing most classrooms availability from open to waitlist
- Co-authored guidelines for educators on the new award-winning curriculum taught to 500+ students with the Culturally Responsive Curriculum Committee.
- Trained several educators on best practices for the new curriculum, developed coordinating materials, and provided an inclusive vocabulary to use.

Recommended Template: [The Executive](#)

Technical Assistant

- Oversaw tech desk tickets through phone and email, opening and closing 5-10 tickets per day, while simultaneously leading new hire training for 3 additional employees
- Upgraded an estimated 90 classroom computers to new operating system requirements within a

3-month period, allowing for a 30% increase in load times

Recommended Template: [The Scientist](#)

Technical Writer

- Led several optimization initiatives for more than 20 total clients, including reducing onboarding time by 70%, cutting documentation process time by 25%, and increasing client satisfaction by 50%
- Created 5 recurring internal analytical reports within BrightGauge, Google Sheets, and Excel to track employee performance statistics, increasing labor productivity by 37%
- Rebuilt the digital architecture used by more than 12 employees, 60 clients, and 100+ vendors, saving the company more than \$100K annually in documentation program costs
- Revised the marketing plan in collaboration with the CEO, leading to the acquisition of new clients and reduction of unnecessary costs, increasing the ROI for marketing investments by 700% within 3 months
- Conducted informational interviews with more than 10 staff members to gather information on programs and products used and condensed this into 500+ requirements documents, instructional articles, and technician notes
- Implemented security documentation systems across 60 clients to establish multifactor authentication between clients and technicians, resulting in 0 security breaches
- Discovered several anomalies between billing documentation and ticketing system reports, highlighting and recovering nearly \$9,000 of missing invoices spanning 2 years
- Led 50+ client portfolios and documentation projects, valuing anywhere between \$250K and \$5M, through the development and maintenance of physical and digital filing systems
- Revised purchasing budget and expenses report, negotiated with 25+ vendors and contractors, and saved the company an annual total of \$20K in materials and \$40K in labor costs

Recommended Template: [The Professional](#)

Travel Nurse

- Executed initial patient assessments and coordinated with healthcare staff to develop, implement, and continually evaluate care plans for an average of 15 patients each week.
- Served as a mentor and educator to new graduates and travel nurses, providing training on hospital policies, patients' histories, and other clinical skills.
- Observed patients with varying conditions including cancer, kidney disease, post operation, cardiovascular, and hospice patients; Provided intervening care when necessary.
- Performed a variety of clinical services, including removing sutures, administering medications and IV therapy, testing glucose levels, performing venipuncture, and providing wound care.
- Provided comprehensive care plans and instructions to both patients and their families upon discharge, ensuring they can meet their recovery goals.
- Developed care plans in collaboration with the patient's physician, case manager, and their

families; Maintained plans for 15-20 patients concurrently.

- Guided home health patients to improve lifestyle choices, reducing chance of symptom recurrence, and continued to monitor progress through assessments, medication, and chronic pain management.

Recommended Template: [The Scientist](#)

UX/UI Designer

- Drove the design strategy for a new feature utilizing a user-centric approach, executing effective user research plans, and implementing continuous improvement based on user feedback.
- Implemented a new process to incorporate research into the design process, proactively interviewed eight customers, and analyzed data to create a more intuitive and effective product.
- Developed a new product feature in collaboration with the Principal Designer through rapid prototyping, high fidelity wireframing, and final product build.
- Collaborated cross-functionally in an agile environment with 10+ Product Managers, Product Designers, Customer Success Managers, and Engineering partners on high stakes initiatives.
- Serve as a mentor throughout an eight-week program for UX/UI design students, providing one-on-one feedback, reviewing portfolios, and collaborating with other mentors.
- Served as UX/UI consultant for three different customers, including those producing applications and websites dedicated to self-help, writing services, and data analytics.
- Developed products from end-to-end, completing competitive analyses, creating product roadmaps, communicating expectations with stakeholders, and producing the final product.
- Amplified a new product feature to resolve user pain points by establishing personas, empathy maps, user flows, and user stories to incorporate the user experience throughout the product design.
- Conducted research prior to meeting with clients to determine user experience opportunity areas and used this data to influence customers to follow recommended design plans.
- Created product roadmaps by conducting thorough assessments of client needs and collecting input from internal stakeholders to ensure products were intuitive, efficient, and sustainable.
- Created an innovative application from start to finish, including setting criteria for ideal users, sourcing feedback from potential users, analyzing data results, and conducting user testing.
- Facilitated surveys for a group of 23 potential customers and selected five to serve as test users, creating tests for different tasks and routes, and enhancing the application based upon feedback

Recommended Template: [The Scientist](#)

Video Editor

- Conduct the end-to-end video production for all long- and short-form videos by preparing all lighting, green screens, recording, and audio equipment
- Created videos between 3-10 minutes in length by uploading raw video footage and editing in both

Adobe Premiere and Adobe After Effects

- Created a storyboard for each video concept, prepared shooting location, onboarded necessary talent, shot footage, and edited videos for an average turnaround of 2 weeks
- Oversee the development of 200+ videos by collaborating directly with executives and board members, determining their content needs, and developing the strategic roadmap to execute all projects
- Coordinate talent resources across 30 different countries, create project requirements and schedules, and manage logistics for filming equipment and shooting site preparation
- Saved an estimated \$2MM+ annually by curating a large network of global freelance talent from 30+ countries, reducing the need for vendor contracts and hiring costs

Recommended Template: [The Professional](#)

Writer

- Conducted in-depth research several topics, including competitors' history, policy changes that could impact product launch, and environmental requirements for businesses, creating a 50-page report for business executives
- Fact-checked all data by reviewing the author's credentials, investigating the publisher, and cross-referencing other academic-reviewed references
- Created content in the form of articles, blogs, and white papers by adjusting writing techniques to best engage the different readers for each medium
- Oversaw the development of proposals and other documents that describe the business's products in service in response to requests from prospective clients and current clients looking to renew
- Convert information across several topics, including history, culture, and psychology into an easy-to-understand format for more than 500K total lifetime readers

Recommended Template: [The Professional](#)

Thank you again for your support! If you have any questions at all, please reach out to me at morgan@reusmeofficial.com