

# Michael Smith

## Office Manager

Dynamic and result-oriented professional with 8+ years of experience in office management, supervision, and administration. Provides confidential support to senior and high-level officials to ensure compliance with company objectives and collaborates well with all organizational levels.



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## WORK EXPERIENCE

### Regional Office Manager

Great Year Paper Company

03/2016 - Present

Scranton, PA

- Manage and oversee day-to-day activities of operations, including planning and coordinating with other units.
- Lead front desk team in achieving key outcomes at each client check-in fostering warm business relationships.
- Improve operational effectiveness by streamlining business operational work processes and procedures.
- Conduct performance reviews, employee performance conversations, training and other personnel management.
- Continually assess staffing and training needs including creating a staff schedule that supports client requirements.
- Monitor suppliers to ensure efficient and effective services are provided within company budget limits.

### Office Manager

Peachmakers International

02/2013 - 02/2016

Scranton, PA

- Oversaw diverse roles in accounting, finance, HR, logistics and sales operations while implementing strategies.
- Performed methodical and extensive preparation of financial reports, management reports, and ad hoc reporting.
- Facilitated information management while effectually collaborating with the CEO for operational improvements.
- Identified business challenges and shape effectual benchmarked solutions in meeting company objectives.
- Supervised financial initiatives, including banking, planning, cost analysis, cash flow, and legal compliance.

### Office Manager

Scarn Travel Inc.

06/2010 - 01/2013

Scranton, PA

- Directed day-to-day operations and long-term goals of Scarn Travel Inc. via effective operations management.
- Established brand awareness through services and events promotion in US, Canada, Europe, and Southeast Asia.
- Mapped out proficient travel arrangements for coordinators to strengthen company initiatives and productivity.

## INTERESTS

Parkour

Improv Comedy

Sailing

Directing & Acting

## SKILLS

Office Administration

General Accounting

Strategic Thinking

Program Development

Process Improvement

Operations Management

Client Relationship Management

Bookkeeping

Verbal and Written Communication Skills

## PROFESSIONAL MEMBERSHIPS

Office Managers Association in Pennsylvania  
(2016 - Present)

Treasurer

Youth Leaders in Pennsylvania Association  
(2015 - Present)

Member

## AWARDS & ACHIEVEMENTS

Employee of the Year (2018 - 2019)

Great Year Paper Company

Scranton Leadership Award for Young  
Professionals (2016)

Government of Pennsylvania

## CERTIFICATES

Better Office Management (2018)

Online course on [coursera.org](https://www.coursera.org)

Leadership for Managers (2019)

Training by [dalecarnegie.com](https://www.dalecarnegie.com)

Six Sigma Green Belt (2017)

Issued by [asq.org](https://www.asq.org)

## LANGUAGES



English



Spanish



French