

Objective

Responsible for performing complex professional level projects that require a high degree of specialized knowledge. Conducts research, provides data, makes recommendations, and implements solutions to achieve project goals and objectives.

Skills

Customer Relations, Customer Services, Sales, Training & Development, Event Coordinator, Case Management.

Work Experience

Business Services Manager III

ABC Corporation - April 2002 – August 2007

- Responsible for budget of 270,000 square foot facility with 240 employees.
- Provided analysis of all capital, recommending lease versus purchase, and providing financial detail.
- Coordinated all facets of capital for entire facility.
- Tracked all facility financial information, including expenses, sales, profit & loss.
- Supervised inventory analyst, providing oversight and direction for inventory control, including tracking 100% of direct inventory through cycle and spot counts.
- Represented financial interests of facility as representative for Six Sigma.
- Provided project reports for Six Sigma and LEAN Manufacturing implementation projects.

Business Services Manager

Delta Corporation - 2001 – 2002

- Implemented financial measurements for LEAN manufacturing, analyzing labor savings, capital spending benefits, and over all productivity and profitability for company.
- Prepared business plans, renovation budgets, future program affiliation costing and construction planning to include cost projections.
- Improved integrity of reporting revenue accruals.
- Determined and implemented goals for staff development, Researched and presented.
- Cash handling, preparing daily deposits, meeting sales quotas and budgets, customer service, employee scheduling, creating new ways to succeed.
- Influenced store performance, by monitoring expenses and exceeding profit goals.
- Answered to patient calls/complaints using appropriate etiquette.

Education

Bachelor of Science in Accounting - (Southwest Missouri State University - Springfield, MO)