{firstName} {lastName}

# *{title}*

Ann Arbor, MI ® 111-111-1111 ® 123[@gmail.com](mailto:jonathanbmoy@gmail.com) ® LinkedIn Link Here

Exemplary administrative professional highly skilled in logistics for a diverse spectrum of clients. Excels at communication, scheduling, and regulation compliance for optimal operations. Experienced in professional development, sales, and team leadership. Effectively drives cross-functional collaboration while adhering to company policy to exceed objectives and goals. Positive and empathetic in client and coworker interactions, builds long-term relationships.

**Communication | Administration | Operations | Scheduling | Client Experience | Training**

**Data Analysis | Client Education | Team Leadership | Cross-Functional Collaboration**

**Professional Experience**

**ADAMS COMPANY**

***Social Studies Instructor: Ann Arbor, MI May 2022 to Present***

Delivered personalized and standard social studies lessons to diverse student population with a wide range of ages, careers, and specialized language needs. Consistently referred by management to provide highly personalized private lessons. Differentiated curriculum through empathetic listening and individual encouragement based upon customized learning styles.

* Conducted more than 300 lessons with a total Lesson Evaluation Average of 5/5.

***Assistant Support Leader: Ann Arbor, MI January 2017 to April 2022***

Orchestrated instructor support including schedule management, monthly training, lesson observations/feedback, attendance, and disciplinary actions. Navigated client support including level assessment, booking support, complaint resolution, rejoin counseling, and retention support. Oversaw reporting and regulation compliance for Instructor Support Division. Managed LS-wide instruction and training in Online Lesson Services. Drove target success for the company including number of lessons, client booking average, client learning progression, sales success rate, and client retention.

* Created administrative plans regarding current projects including enhancement objectives, regulation compliance, client outreach, and Corporate off-site recruitment/training. Increased retention success rate to 50%.
* Mentored over 500 partners through 30-day training to ensure professional success, instructor development, and adherence to company standards.

***Math Instructor: Ann Arbor, MI May 2012 to January 2017***

Provided excellent client experience through differentiated lessons tailored for individual student needs. Trained and registered to instruct student lessons (elementary to middle school age), Learning Progress Assessments, First Meetings (sales lessons), First Lessons, and Group Seminars. Consistently referred by management to lead specialized lessons.

* Conducted 200 lessons with a total Lesson Evaluation Average of 4/5.

**CAMPUS MANAGEMENT**

***Operations Manager: Ann Arbor, MI September 2010 to May 2012***

Managed portfolio of 1200+ units used primarily as campus residences. Coordinated leasing, tenant relations, maintenance, turn over and other operational functions. Assisted in management of additional condo units. Drove marketing management services to rental property owners and real estate agents.

**CAMPUS PROPERTIES INC.**

***General Manager of Campus Services July 2008 to September 2010***

Oversaw all maintenance department operations. Served as primary point of contact for over 50 units and clients. Coordinated with legal officials as needed for tenant incidents, non-payment issues, sheriff lockouts, and numerous court hearings. Developed several de-escalation tactics to preserve safety and diffuse potentially dangerous situations.

* Collaborated with legal officials to negotiate eviction settlements out of court. Successfully defended 10 lawsuits.

**Education and Credentials**

**BAA: Anthropology** | Michigan State University 2008

*Technical proficiency in MS Office Suite, Google Workplace*