

Michelle Mueller

Hiring Manager

Dear Hiring Manager,

Thank you for the opportunity to apply for the Marketing Manager role at your company. After reviewing your job description, it's clear that you're looking for a candidate that is extremely familiar with the responsibilities associated with the role, and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

I am a focused college student (1.9 GPA, BS) currently attending nm. Throughout my academic career, I have been consistently praised as detail-oriented by my professors and peers. While working on academic and extracurricular projects, I have developed proven interpersonal, research, and technical skills, which I hope to leverage into the Marketing Manager role at your company.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skills and abilities will benefit your organization. Please contact me at [PHONE] or via email at [EMAIL] to arrange for a convenient meeting time.

Thank you for your consideration, and I look forward to hearing from you soon.

Sincerely,

Michelle Mueller

Michelle

Office Manager

Personal Info

Phone

424-260-4793

E-mail

michellefmuller@gmail.com

LinkedIn

linkedin.com/in/michellefmuller

Twitter

twitter.com/michellefmuller

Hard Skills

Performance Evaluations

Expert

Training New Employees

Expert

Business Operations

Expert

Scheduling

Advanced

Conflict Resolution

Advanced

Soft Skills

Leadership

Expert

Communication

Expert

Administrative

Expert

Time Management

Advanced

Languages

Spanish

Fluent

Energetic office manager with 5+ years experience, seeking to leverage proven management and training skills to grow efficiency at Prescott Global. Oversaw eight office assistants in a high-volume tech business. Grew new contracts by 22% per year. Cut lead times 53%, cut costs 22%.

Experience

2013-07 - Office Manager

Block Island Digital

- Coordinated and organized office operations in a high-volume tech business. Oversaw eight office assistants to ensure organizational efficiency.
- Achieved revenue goals through effective management of job scheduling. Decreased lead times by 53% by cutting out processing waste.
- Stimulated new contract growth by supporting promotional and marketing programs. Grew new clientele at a rate of 22% per year.
- Built all work schedules. Grew the team through direct performance feedback and annual appraisals. Decreased turnover by 35%.

2009-08 - Office Manager

ReviewGull Productions

- In charge of 7 office employees in a busy marketing firm.
- Decreased turnover 15% through improved communication.
- Sourced new suppliers and saved 20% on supplies.
- Scheduled all client work with operations staff.
- Used better double-checking to cut accounting errors 15%.
- Boosted company revenue 18% through better work flow.
- Through improved feedback program, increased customer retention 10%.
- Trained 3 new employees in correct office procedures.

2005-06 - Office Manager

Doherty Phair Inc.

- Managed a staff of 6 office employees in a high-volume legal firm.
- Implemented a "Lean for the Office" Program.
- Trained all 6 office employees in Lean principles.
- Pulled in 10 new contracts per year on average during staff downtime.
- Cut inventory waste 15%.
- Slashed accounting errors by 25% through new accounting software.

2003-05 - Office Manager

Takacs Medical Clinic

- Responsible for daily non-clinical operations in a small medical practice, including patient satisfaction and operational performance and development.
- Provided superior patient service, with sensitivity to resolving patient complaints. Increased customer retention rate by 35%.
- Handled all supply management, including ordering and sourcing vendors. Implemented a pull system that cut costs by 22%.
- In charge of hiring and training temp office assistants to handle busy times. Trained six different temp assistants. One became part-time.

2000-09 - Horrible Heffalump Restaurant

Waitstaff Supervisor

- Trained and supervised 20 staff members. Gave yearly progress reports and spot-training sessions. Commended by management for efficiency.
- Handled all inventory management and ordering. Sourced most cost-effective vendors. Saved the company 20% per year on supplies.
- Supervised all day-to-day non-food operations. Oversaw cash drawer management, including cash-outs and deposit. Decreased errors 26%.

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Education

1996 -	BA, Bowdoin College, Maine
2000	<ul style="list-style-type: none">Pursued a passion for Business Administration coursework.Excelled in management classes.President, Bowdoin College Cycling Club.Supervised winter fund drive 2008.

Volunteer Work

2014 -	St. Francis Soup Kitchen
2018	<i>Volunteer Organizer</i> <ul style="list-style-type: none">In charge of training and scheduling of 20+ volunteers.Decreased lost time from scheduling conflicts 25%.
2007 -	Habitat for Humanity
2018	<i>Group Leader</i> <ul style="list-style-type: none">In charge of regular fundraising drives. Increased donations 45%.Managed teams of 5-10 volunteers during construction projects.

Technical Proficiency

Typing Speed: 95 WPM

MS Excel: 97% on Isograd MS Excel Test

Additional Activities

- Member, American Management Association.
- Run a small cycling club for fun and fitness.
- Walk dogs once a week at the local shelter.
- Organize school bake sales 2x per year.

Conferences

2017	Acquire Office Management Conference: Spoke on Panel about Leadership
2015	Annual Conference for Administrative Excellence: On Panel re Databases
2014	Office Dynamics Conference: Spoke on Panel about Emotional Intelligence
2012	OfficeNinjas Admin Week

Publications

2017	Weekly office management podcast "ManageU" has 1500 subscribers.
2017	Article on leadership published in BusinessWeek Management Blog
2016	Article on PowerPoint published in Presentation Zen
2015	Disgruntled employee ideas featured in Ask a Manager .
2012	Article on data management cited in Fortune .

Courses

Office Kaizen - GBMP

Successfully Managing People - American Management Association

Emotional Intelligence Training Class - IHHP

Microsoft Office Training, New Horizons Center. Scored 99% in all areas.

John Doe

+49 1234 56789 | john@doe.com | Example Street 1, 12345 City A

28.05.2020

Anton Doe

Recruiting Manager
Another Company
Main Street 2
54321 City B

Dear Anton:

I am writing this reference at the request of Michelle, who is applying for a position at your company. Michelle has worked with me 10 years at a very cool company in several roles.

Michelle has a number of strengths I'd like to share. He has exceptional technical skills. For example, Python. Michelle is also a very fast learner.

In conclusion, I would highly recommend Michelle. If his performance in my work group is any indication of how he'd perform in the available position, Michelle will be an extremely positive addition to your organization. If you need any additional information, feel free to contact me anytime.

Sincerely,

John Doe

Recruiting Manager

Shenzhen BCTC Testing Co., Ltd.

BCTC Building & 1-2F, East of B Building, Pengzhou Industrial, Fuyuan 1st Road,
Qiaotou Community, Fuyong Street, Bao'an District, Shenzhen, China



Certificate of Compliance

Certificate Number: BCTC-FY170301569C

Applicant : **Creative Bits Solutions**
The View Mall mezzanine floor 2 - Office B Block 2, Between Arabian Gulf
Street and Salem Mubarak Street, near Symphony Mall & Hotel Postal
Code: 20002 city: Salmiya country: Kuwait

Manufacturer : **MOKO TECHNOLOGY LIMITED**
4Floor, G Building, Zhonggangxing Industrial Estate, Zhangge Community,
Guanlan Street, Longhua, Shenzhen, China

Product : **EBOT**

M/N : **EBOT**

Test Standard : **EN 55032:2015**
EN 61000-3-2:2014, EN 61000-3-3:2013
EN 55024: 2010+A1:2015
EN 61000-4-2:2009, EN 61000-4-3: 2006+A1:2008+A2:2010
EN 61000-4-4:2012, EN 61000-4-5:2014
EN 61000-4-6:2014, EN 61000-4-8:2010, EN 61000-4-11:2004

The EUT described above has been tested by us with the listed standards and found in compliance with the council EMC directive 2014/30/EU. It is possible to use CE marking to demonstrate the compliance with this EMC Directive. It is only valid in connection with the test report number: BCTC-FY170301569E.



This certificate of conformity is based on a single evaluation of the submitted sample(s) of the above mentioned product. It does not imply an assessment of the whole product and relevant Directives have to be observed.

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