

# **Michelle Mueller**

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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**
- 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 *Volunteer Organizer*
- In charge of training and scheduling of 20+ volunteers.
  - Decreased lost time from scheduling conflicts 25%.
- 2007 - **Habitat for Humanity**
- 2018 *Group Leader*
- 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.

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**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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