

## HEAD MANAGER & ADMINISTRATOR

### Executive Summary

Results-focused management professional offering 5 years of progressive leadership experience. Cultivates a company culture in which staff members feel comfortable voicing concerns, as well as contributing new ideas that drive company growth. Transforms high-potential staff into outstanding leaders.

### Core Qualifications

- Decisive leader
- Operations management
- Staff motivation & development
- Inventory control
- Supervision and training
- Sound judgment
- Matrix Management
- Multi-line phone proficiency
- Scheduling proficiency
- Dedicated and self-motivated
- Able to coordinate multiple projects and meet deadlines
- Strong Customer Relations
- Meticulous attention to detail
- Computer proficiency
- Spreadsheet management
- Advanced MS Office Suite knowledge

### Professional Experience

01/2015 - Current

Apple Inc. - Oak Brook , IL Head Manager & Administrator

- Analyzed program data to assist in strategic decision-making.
- Hired Employees & Retrain current employees.
- Oversaw training and daily performance of 40+ staff.
- Directed strategic initiatives to achieve desired DPMO.
- Initiated program that standardized employee performance and led to increase in customer satisfaction.
- Liaised directly with customers to meet needs and maintain satisfaction.
- Created databases and spreadsheets to improve inventory management and reporting accuracy.
- Managed incoming and outgoing calls for busy dispatch office.
- Coordinated meetings with other department managers and mediated between customers and employees.
- Coordinated all department functions for team of 40+ employees.
- Contacted providers to discuss status of rebilling and reimbursement process to ensure account resolution.
- Wrote recommendations for exceptional employees.

01/2013

Jasint - Huntsville , AL Asset Manager

- Organized files, developed spreadsheets, faxed reports and scanned documents.
- Managed daily office operations and maintenance of equipment.
- Managed office inventory and placed new supply orders.
- Updated employee paperwork and records.
- Managed medical supply inventory, insurance records, patient charts and company files using online tracking system.
- Cleaned and sterilized instruments and disposed of contaminated supplies. Recorded patients' medical history, vital statistics and test results in medical records.
- Escorted patients to examination rooms and prepared them for physician exams.
- Acted as patient advocate and implemented total patient care as part of a nursing team covering 6 high acuity patients per shift.
- Ensured HIPAA compliance.
- Prepared specimens for analysis and established proper chronological priorities in testing.

01/2013

Pacific Medical Centers - West Hills , CA Administration Assistant

- Tabulated & verified Medical Records.
- Conducted Financial Audit.
- Administered Medication (Topical, Nasal, Oral, Periodontal, G-j Tube, Rectal).
- Monitored, counseled & assisted special need individuals.

01/2010 - 01/2012

Judge Rotenberg Center - City , STATE Mental Health Associate

- Supervised Residence (End of Shift Report, Residential Report, Staff Evaluation).
- Monitored, and assisted mentally challenged population as well as student with behavioral disorder with daily routines and basic living skills.
- Oversaw maintenance, alimentation, Laundry, Safety hazard, Biohazard, etc.

05/2008 - 08/2008

Integration Services - City , STATE Web & Graphic Designer

- Initiated designed and developed company's webpage header, logo.
- Introduced to Six Sigma, understands all systems and procedures relating to company's structures.

- Sketched outline designs to create detailed design and specifications.
- Created clear icons, messaging, buttons and other elements for web applications.

#### Education

2016

MassBay Community College - City , State , US Associate of Applied Science : Science Biotechnology

Continuing education in Biotechnology

2012

Bridgewater State University - City , State , USA Bachelor of Science : Biology/Biological Sciences, General Biology/Biological Sciences, General

Personal Information  
Opportunities Grace is looking for: \*Joining a nonprofit board, Skills-based volunteering (pro bono consulting) Causes Grace cares about: \*Arts and Culture, Children, Education, Health, Human Rights, Disaster and Humanitarian Relief, Science and Technology, Operations analysts.

#### Affiliations

- MassAHEC (Medical Interpreter Training Program)
- BAHEC (Boston Area Health Education Center.)
- Anointed Baptist Church

#### Languages

- Bilingual French/English

#### Skills

Healthcare: intravenous therapy, computerized charting, STD counseling, People skills: great bedside manner, enthusiastic people person, advanced problem-solving, great organizational skills.

#### Additional Information

- Volunteer Experience & Causes Opportunities: Joining a nonprofit board, Skills-based volunteering (pro bono consulting.) Causes Grace cares about: Health, Education, Arts and Culture, Human Rights, Disaster and Humanitarian Relief, Science and Technology, Operations analysts.