

NAME
Address
Address
Telephone

PROFESSIONAL EXPERIENCE:

COMPANY	CITY, STATE
(Local private mortgage insurance firm • 85 employees)	
Assistant Vice President / Manager of Administration (Planned and managed daily operations of Claims Administration, Claims Settlement, Customer Service, Micro-graphics, and Word Processing Departments • 18 employees • \$ 434K annual budget)	5/87 to 4/88
Supervisor - Customer Service (Staffed, managed, and documented activities of Customer Service Department • 10 employees)	1/87 to 5/87
Assistant Supervisor - Customer Service (Company liaison to lending institutions, account executives, and underwriters)	11/84 to 1/87
Customer Service Representative	4/84 to 11/84

PROFESSIONAL HIGHLIGHTS:

- Successfully created and managed new departments through the establishment of goals and objectives, development of policies and procedures, recruitment and training of competent staff, and initiation and enhancement of automated systems. *Consistently assigned to turn around "problem areas."*
- Effectively analyzed and improved departmental operations resulting in increased productivity. *Significantly decreased suspense cash totals by transferring administrative function from accounting to customer service. Implemented in-house billing system for special micrographics services.*
- Defined and closely monitored short- and long-term goals and objectives for all departments. *Prepared and coordinated monthly oral and written staff presentations to senior management reviewing departmental status.*
- Regularly attended corporate planning meetings and assisted in writing corporate policies and procedures.
- Coordinated legal challenges for senior management. *Accompanied legal staff to Texas and assisted in successfully negotiating a suit filed against company.*
- Collaborated with Management Information Systems personnel to design and implement computerized systems. *Developed company-wide form letter system and established a paragraph library for Word Processing Department which significantly increased quality and volume of output.*
- Provided progressive, hands-on management style resulting in improved staff motivation and productivity. *Gained a working knowledge of the job responsibilities of all employees.*
- Maintained excellent interpersonal relationships with staff, management, and clients.

EDUCATION:

COLLEGE	CITY, STATE
Bachelor of Science in Business Management (Coursework included Business Management, Business Communication, Human Development, Personnel Management, Marketing, Economics, Financial Analysis, and Accounting Theory)	1983

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Excellent references available upon request