

NAME
Address
Address
Telephone

SUMMARY OF QUALIFICATIONS

- Nine years experience managing and coordinating services within a high volume Data Processing Department.
 - Proven ability to train, motivate, and supervise staff.
 - Solid record of implementing time-saving workflow procedures.
 - Demonstrated ability to interact effectively with key personnel in all departments.
 - Excellent organization, communication, and problem-solving skills.
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PROFESSIONAL EXPERIENCE

ASSOCIATES • City, State 1978 to present
(\$17M high tech fabricator and distributor)

Data Processing Supervisor (1984 to present). Train and supervise Data Processing Coordinators; consistently achieve accuracy rate of 99% • Provide direct support for Inside Sales and Accounting Departments; verify orders, process changes, generate bills, and rectify problems • Interact daily with corporate MIS departments • Assisted in the lengthy conversion from a Data General to an IBM mainframe system; recommended procedures to compensate for system inadequacies.

Data Processing Coordinator (1978 to 1984). Assisted in the conversion from a manual to a fully automated inventory system necessitated by a 25% increase in customer base • Trained new departmental employees and inside sales personnel • Provided support to Sales, Fabrication, Purchasing, Accounting, Shipping, and Operations Departments • Generated daily reports for management; coordinated annual and semi-annual inventories.

Receive consistently high evaluations for accuracy, efficiency, supervisory capability, problem-solving skill, and patience.

NATIONAL BANK • City, State 1973 to 1978

Customer Service Representative. Assisted customers to utilize full range of bank services • Trained new representatives • Developed training manual for bank-wide use • Assumed responsibilities of Supervisor as needed.

EDUCATION

UNIVERSITY • City, State 1982 to 1984
Business Management & Organization and Electronic Data Processing.

CERTIFICATE • American Banking in Tellership 1977

