

Full Name

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Los Angeles, CA 90024
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SUMMARY

Seasoned business professional with 15 years of experience serving customer needs as point of contact for high net worth clients and 3 years of experience managing a team of 35 call center employees seeks a position in public administration.

EXPERIENCE

Accounting Firm

Someplace, CA
March 2008 - present

Associate

- Built a reputation for providing excellent service for high net worth clients
- Acts as a liaison between clients and company departments
- Serves as first point of contact for new clients and referrals
- Manages special projects and concierge services for clients; demonstrates flexibility in meeting client needs
- Coordinates logistics of travel and special events for clients
- Maintains appropriate records and files of clients' business for future use
- Upsells products and services as opportunities arise based on client needs
- Implements complex general ledger accounting procedures; handles accounts payable/receivable
- Runs daily reports and ensures a high quality of work is provided to clients

Assistant Account Manager

March 1998 –March 2008

- Promoted to Associate after receiving "Dependable and Dedication Award" in 2008 for going above and beyond to provide excellent service to clients
- Reviewed project costs and reimbursements to ensure timely processing
- Assisted account managers with business and accounting transactions
- Built relationships with vendors and business partners to control costs and ensure timely delivery of required services to clients

Payment Collection Company

Someplace, CA

Call Center Floor Supervisor

Sept. 2002 - August 2004

- Managed a call center team of 35 employees by effectively training, coaching and disciplining employees; wrote performance evaluations and motivated direct reports
- Developed a reputation for providing excellent customer service by resolving disputes
- Reviewed daily reports and improved the effectiveness of client websites

EDUCATION

University Of California, Los Angeles

Someplace, CA

BS in Public Administration

June 1997

- *Coursework:* Accounting, Finance and Business Management
- Received four year football scholarship

ACTIVITIES, SKILLS, AND PROFESSIONAL AFFILIATIONS

- *Software:* Microsoft Office Suite including Word, Excel, Outlook and Power Point, and Datafaction Accounting System
- *Volunteer Activities:* Children's Hospital Mentoring Program