

[Sample: *Management – Extensive Experience*]

Michael Smith

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SUMMARY OF QUALIFICATIONS

- Over eight years of experience in management, distribution, planning, and organization.
- Restructured two alternate delivery companies to obtain quality distribution, requiring hiring and recruiting a competent staff.
- Heavy focus on subscription customer service, advertisers, and inter-company clients.

PROFESSIONAL EXPERIENCE

XYZ Communications Inc., Chicago, IL, June 2020 – Present

Consultant/General Manager

- Create and implement decisions that restore quality and profitability to the division.
- Supervise over 20 employees to distribute and package more than 200,000 products.
- Coordinate expansion of the business into new territory through sales calls and visits.
- Develop and maintain expense and revenue budgets to minimize company waste.
- Recruit and train all full and part-time employees for daily operations.

ABC Press, Chicago, IL, July 2017 – June 2020

Alternate Delivery Manager (June 2016 – June 2020)

- Managed contracts with alternate Postal Delivery and over 200 delivery agents.
- Assisted clients in maximizing advertising dollars for fiscal year.
- Developed and maintained expense and revenue budgets for fortune 500 company.
- Created and implemented action plans for delivery program's success.
- Recruited and trained 20 employees for national sales region.
- Oversaw distribution of various products to 450,000 households.

Circulation Zone Manager (February 2013– June 2016)

- Supervised independent carriers to obtain quality delivery to 32,000 households.
- Promoted sales through group presentations to increase targeted populations.
- Ensured circulation goals had been met with a 10% increase in annual sales.
- Analyzed company data and provided statistics for future circulation growth.

District Operations Counselor (March 2009 – February 2013)

- Maintained home delivery and single-copy accounts for over 100 clients.
- Promoted sales and established routes in growth areas to increase sales by 25% annually.
- Recruited, oriented, and motivated carriers for all regions to maximize sales performance.
- Conducted audits for 12 district offices to streamline spending policies.

Substation Supervisor (July 2005 – March 2009)

- Communicated between the ABC Press and its delivery agents to streamline deliveries.
- Promoted sales for an overall market increase and maintained acceptable service ratios.
- Collected all money due to the company from all delivery agents to keep accounts current.

EDUCATION

Governors State University, University Park, IL, June 2019

Bachelor of Arts in Business Administration, Operations and Supply Chain Management

ADDITIONAL TRAINING

Interview and Hire the Best, American Management Association, Chicago, IL, 2019

Appraising Performance, American Management Association, Chicago, IL, 2018

Operating in a Non-Union Environment, Human Resources Society, Cicero, IL, 2017

Advanced Project Management, Project Management Institute, Hammond, IN, 2016

Managing Change, Change Management Learning Center, Chicago, IL, 2015

PROFESSIONAL AFFILIATIONS

Association of Alternate Postal Systems (AAPS), Member since 2003

Toastmasters International, Member since 2008

United Way, Member since 2010

COMPUTER SKILLS

Microsoft Office, Word, Excel, and PowerPoint

LANGUAGES SPOKEN FLUENTLY

Arabic, Spanish, and English