[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.

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**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