

BEFORE RESUME EXAMPLE



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Objective A results-oriented proven professional with strong attention to detail looking to apply over 11 years of unsurpassed office management skills to the healthcare industry.

Experience

<p>Really Good Company <i>Executive Assistant</i></p> <ul style="list-style-type: none"> Responsible for providing full administrative support to the HR Executive & team. Prepare reports, compile data, create and/or revise presentations, and set meetings, manage calendars, arrange travel plans and itineraries. Key Achievements: <ul style="list-style-type: none"> Identified unproductive procedures and implemented changes. Designed SMBMI employee badge template and how to produces for new software. Built an employee incentive Access database that is linked to Excel. Work closely with various departments to revamp on-boarding procedures Interpret HR policies and procedures. <p>Good Homecare <i>Customer Service Representative</i></p> <ul style="list-style-type: none"> Generated driver training procedures to educate staff on equipment usage and care. Implemented documentation of physician NPI numbers to patient files. Developed beneficial relationships with IPA's and other healthcare providers to assist in the quality of service rendered to patients. Organized delivery schedules to improve customer satisfaction and client return rate. Cleaned and repaired medical equipment based on procedure manuals. <p>Buttons & Kitchens, Inc. <i>Associate/Supervisor Assistant</i></p> <ul style="list-style-type: none"> Achieved significant progress by efficiently utilizing multi-faceted machines to effectively meet customer deadlines. Created detailed progress logs to better manage processes. Interpreted blueprints and manifested measurement lists to meet criteria. Supervised four employees and assisted management to increase quality control. Operated panel saw, edge banding machine, table saw, router, miter saw, mechanical press and two pneumatic presses. 	<p>2008-Present</p> <p>2005-2008</p> <p>2002-2005</p> <p>1999-2001</p>	<p>Anytown, CA</p> <p>Anytown, CA</p> <p>Anytown, CA</p> <p>Anytown, CA</p>
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Education **Bayside High School** 1999-2001 Anytown, CA

- 3.57 grade point average graduate.
- Received high honors in the Golden State examination for the Chinese language.
- Office practice and teacher assistance throughout the school years.
- Demonstrated commitment and responsibility by being part of the marching band.

Interests Social and fitness activities which involve hiking and running.

JO BOBBIN

EXECUTIVE ASSISTANT

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Anytown, CA

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PROFESSIONAL PROFILE

I help busy executives get more time back in their day so they can focus on growing the business.

I'm excited to help a busy CEO with scheduling, event planning, customer care and purchasing — and to keep their team well-informed and happy.

EXPERIENCE

Executive Assistant
Really Good Company, Anytown, CA/ 2008- Present

Really Good Company Sells & Rents Good Medical Supplies is a family owned business serving the Greater Anytown area since 1928 with providing patients with quality medical equipment so they can be where they are most comfortable, at home.

I was brought on to support the Human Resources team of eight so we can provide the very best customer service experience to our patients. Here are some of our successes:

- Implemented a new medical billing software that not only saved us money but also provided efficiencies in our inventory process and ordering.
- To find money to cover advertising costs, I was able to reduce our office supply spending by 40% through negotiating and alternative sourcing.
- Developed a digital filing system for certificates of liability which saved me and my team a lot of time when we needed to locate a certificate.
- Support our accounts receivable and accounting department with invoicing, billing and other financial records to keep the business records up to date.

PATIENT CARE SPECIALIST
Good Homecare, Anytown, CA / 2005 - 2008

Good homecare provides patients with at home medical equipment so they can live independently and comfortably in their home. I worked closely with physicians, healthcare providers and caregivers to provide the best support their patients' needs. In addition to ensuring our processes and equipment was up to quality standards, I developed training for our install team on customer service, equipment use, and maintenance so we could provide a seamless patient experience.

ASSISTANT SUPERVISOR/CRAFTSPERSON
Buttons & Kitchens, Anytown, CA / 2002 - 2005

Buttons & Kitchens is the world's leading source for buttons & compact kitchens and the manufacturer of standard and custom products ranging from 2-hole buttons to appliances and cabinets. Together with my team of four employees I was responsible for the production and quality control of custom products.

SKILLS

- Attention to Details
- Budgeting
- Customer Service
- Project Planning
- Accountability
- Improving Efficiency
- IT Applications
- Business Systems
- Teamwork
- Resource Management
- Fluent in Spanish

EDUCATION

ASSOCIATE OF ARTS
Bayside Community College
2001 - 2003

GRADUATE
Bayside High School
1999-2001

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