

John Smith  
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## **PROJECT MANAGER**

### **OBJECTIVE:**

To obtain a position where I can maximize my management skills, quality assurance, program development, training experience, customer service and a 13 year successful track record as a project manager.

### **SUMMARY OF QUALIFICATIONS:**

Results-oriented, high-energy, hands-on professional, with a successful record of accomplishments in the management field. Experience in quality assurance and customer service with focus on providing the customer with the highest quality product.

Major strengths include strong leadership, outstanding communication skills, competent, team player, attention to detail, dutiful respect for compliance in all regulated environments and supervisory skills including hiring, termination, scheduling, training, and other administrative tasks. Thorough knowledge of current manufacturing practices and a clear vision to accomplish the company goals. Computer and Internet literate.

### **SKILLS SUMMARY**

- Project Management
- General Office Skills
- Scheduling
- Accounting/Bookkeeping
- Report Preparation
- Computer Savvy
- Marketing & Sales
- Front-Office Operations
- Written Correspondence
- Customer Service
- Insurance Billing
- Professional Pubs

### **PROFESSIONAL EXPERIENCE:**

Tri-County Bank, Santa Anna, CA (3/2006 - Present)  
**Project Manager**

Prepared complex reports for managed-care organizations and insurance companies, ensuring full compliance with agency requirements and tight deadlines. Authored professional correspondence to customers and vendors. Conducted small-group sessions on meditation/relaxation techniques. Communicated medical concepts to patients using layman's terms to facilitate understanding. Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite certificate course.

Pennsylvania Medical Center, Harrisburg, PA  
**Customer Service Lead/Problem Solver**

(2/1996 – 1/2006)

Oversee front-office operations and provide impeccable customer service. Developed and implemented strategic marketing plan for business. Created special promotions, designed print and outdoor advertising and coordinate all media buying. Won over a highly skeptical medical community as the first chiropractor for informative in-service demonstrations, classes, and booths. Led 50 medical projects upgrades over 12 month period resulting in no downtime.

## **EDUCATION:**

**LibreOffice State University** Fayetteville, CA United States 05/2010

Master's Degree

**GPA:** 3.3 of a maximum 4

**Credits Earned:** 128 Semester hours

**Major:** Business **Honors:** Cum Laude

## **CERTIFICATIONS:**

- Project Management Professional

## **LANGUAGES:**

- English
- Spanish

## **COMPUTER SKILLS:**

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Visio
- Microsoft Access