

John Doe
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A Seasoned Professional with years of Leadership Experience

OBJECTIVE

Secure a position with a growing company wherein I can display my leadership abilities and develop future company growth, while maintaining a sense of joy in the work place.

Comment [RK1]: Rather than an objective explaining what you are looking for, a Professional Summary makes a much greater impact on hiring managers because it tells them what they want to know, namely what You can do for THEM!

EXPERIENCE

08/2006 – Present

Rent-me-Now
Plano, Tx

Regional Director of Operations, Finance Services

Publicly Traded Company of 3400+ outlets nationwide and abroad offering a variety of products for purchase from their brick and mortar locations through financial contracts. In this position I am responsible for the operations of 125 to 150 locations in Montana, Nevada, Arizona, Utah, Wyoming, Idaho, Oregon, Washington, Alaska and Hawaii. The scope of responsibility is the Financial Services of each location and to establish strategic direction for the region. This encompasses setting and directing yearly/quarterly/monthly objectives with respect to coworker development, BOR growth, profit targets and new location openings. Ensure financial results of assigned locations as measured against established projections and budgets. Develop District Managers ability to execute company policies and procedures with customer satisfaction and coworker development at the core.

Comment [RK2]: You could add some quotes after your Professional Summary to really give some third party validation. It's a Notus idea that plays well with hiring managers. Since you are an unknown commodity, this gives them a little more to go on.

Comment [RK3]: Also, a section for Areas of Expertise, giving them some buzz words and eye candy.

Comment [RK4]: Be careful when you show months. They aren't necessary and have the potential liability of showing how long you were unemployed. If you never have been unemployed and have gone from one job to another, then go for it if you want to. However, we usually recommend no months.

Comment [RK5]: Draw out some of your accomplishments by adding what we call a "Career Highlights" section. The resume should not only be about what you've done . . . but how WELL you've done - what you've done.

08/2000 – 08/2006

Brookstone Financial Corporation
Portland, OR

Development Director

Company of 50+ outlets and over 250 employees in Oregon and Washington. I worked directly with both owners of the company on company expansion, software/hardware implementation and training of personnel and special projects. Identify potential new sites for future operations as well as acquisitions of properties in place and operated by competitors. Identify needs for cost savings measures and finding solutions to operational functionality. Responsible for day to

Comment [RK6]: All of this section should be bullets. It would make it much easier to read.

Comment [RK7]: The font is way too big and aesthetically it could do a lot more if laid out differently.

Comment [RK8]: You should always speak in third, not first person. Drop the "I".

Notus Resume Sample

day operation of business supported through seven (7) District Managers responsible for regional operations. During my tenure I re-engineered this company bringing them from a manual accounting and customer service process to a fully-functional software driven base. This has included researching software programs, purchase and implementation of both software and hardware, addressing both internal and external voice and data telecommunication needs, training staff in use of equipment and software programs. Currently supporting one windows 2003 server, one unix server and one citrix server which provide via a T1 network server based software solutions to all of the locations. The result of this initiative has boosted profits and driven down costs across the board as a result.

Comment [RK9]: Adding some specific numbers would make your accomplishments really stand out to hiring managers. Then after quantifying it better, move it up out of the professional experience section and into the career highlights.

05/2002

Brookstone Financial Corporation
Portland, OR

Compliance Officer

In this role I was responsible for the Anti-Money Laundering compliance program as dictated by the passing of the Patriot Act. I developed and published the compliance program based on the laws and regulations that are part of this governing law. This position is responsible for updating the manual, auditing for compliance on a store level, making enhancements to software to be in compliance and administering tests to employee's for training and retention purposes. Periodically, this position also reports to and/or works with local and national trade associations on crafting training materials and industry related compliance guidelines.

08/1998 – 08/2000

Nationwide Loan and Finance
Portland, OR

District Manager

Oversee directly and indirectly the personnel training of 14 stores in the state of Oregon and Washington. Manage operations of 12 stores, monitoring budget of 3 million, loan payments, balance suspense, operational costs and profitability. Direct and implement policies and procedures on collection issues from store level through legal actions. Develop and direct work plans for meeting office, administrative and corporate objectives. Hiring, training, motivating and administering disciplinary actions, supervise, coach, and mentor to achieve production/quality standards and corporate objectives. Develop benchmarks and protocols for all aspects of business operations.

Notus Resume Sample

03/1996 – 08/1998
Pacific Northwest Bank
Portland, OR

Operations Manager

Oversee directly and indirectly seventeen (17) employees. Responsibilities included oversight of six (6) million dollar budget, accounts payable, accounts receivable, billing and time keeping. Develop and direct work plans for meeting office, administrative and corporate objectives. Direct activities involving implantation of department services and functions to ensure established goals and objectives are achieved within prescribed timeframe.. Developed benchmarks and protocols for all aspects of business operations. Developed and maintained department specific human resource policies and procedures.

12/1995 – 03/1996

Resources Inc.
Portland, OR

Operations Manager

Managed and coordinated operations for private in home healthcare provider. Oversight and direction of office staff of 8 employees plus collaboration and direction of 25 plus medical attendant staff. Developed care planning and tracking systems to highest efficient use of time and labor. Created work flow protocols to increase billable hours and reduce overhead and time delay expenses.

Comment [RK10]: In general, only ten years of work experience is necessary and especially in your case where you already have so much great experience. If you do go back beyond this date, make sure you have a good reason. Obviously, the further you go back, the more they can guess your age.

05/1991 – 12/1995
Pacific Rim Services
Kailua-Kona, HI

Vice President/General Manager

As a co-owner of this business I oversaw directly (35) employees. Responsible for day to day operations of business. Oversight and forecasting of budget/fiscal responsibility. Oversight of sales and marketing strategies. Daily implementation and work with accounts payable, accounts receivable, and general accounting duties. Lead client promise through CQI efforts.

03/1989 – 12/1995
Hawaii Reporting Inc.
Kailua-Kona, HI

Vice President/General Manager

As a co-owner of this business I oversaw directly and indirectly (20) employees. Responsible for day to day operations of business. Oversight and forecasting of budget/fiscal responsibility. Oversight of sales and marketing strategies. Daily



implementation and work with accounts payable, accounts receivable, and general accounting duties. Lead client promise through CQI efforts. Develop, maintain and improve business plan, mission and goals.

03/1983 – 08/1990

Thompson Investment Properties
Kailua-Kona, HI

Broker in Charge

Oversight of real estate sales staff of (20) agents and (8) support staff personnel. Cultivate, mentor, train, and motivate sales staff to achieve sales goals and expectations. Work with commercial clientele on site acquisition, permit process, site development, commercial space leasing and management. Cultivate listings of existing buildings and homes for marketing and sale.

Education

11/1998 National Realtors Institute US-Hawaii-Honolulu
Certification, CCIM Certification (Certified Commercial Investment Member)

09/1998 American Arbitration Association US-Hawaii-Honolulu
Certification, Completion of Arbitration-Mediation training course

03/1984 National Board of Realtors US-Hawaii-Honolulu
Certification, GRI Certification (Graduate Realtors Institute)

05/1972 Woodrow Wilson High School US-Oregon-Portland
Certification, High School Diploma

Comment [RK11]: Make sure that if you are going to list awards, certificates and such, that they relate to the type of job you are wanting to pursue. (i.e....If you are an accountant, don't list your massage therapy certification.) However, if it's a universally applicable item like a bachelors degree, go ahead and list it.

Comment [RK12]: It is not necessary to include high school information and it completely tells them your age, which is not what you want to do. Make them guess that in an interview. The resume, to the best of your ability, should not give them that kind of tip-off.

SKILLS

Skill Name	Skill Level	Last Used	Experience
Employee Management	Expert	Currently used	20 years
Operations Management	Expert	Currently used	20 years
Budget Forecasting	Expert	Currently used	20 years
Site Development and Management	Expert	Currently used	20 years
Site Audits	Expert	Currently used	15 years
Employee Training	Expert	Currently used	15 years
Sales Team Management	Expert	Currently used	15 years
CQI Development and			



Implementation	Expert	Currently used	15 years
Sales	Expert	Currently used	20 years
P&L	Expert	Currently used	20 years
Budget	Expert	Currently used	20 years
Operations	Expert	Currently used	20 years
Leadership	Expert	Currently used	20 years

Comment [RK13]: I would only list Expert for example, not the years. Rarely does anyone ask for more than 10 years of anything. Again, this is a liability.

Comment [RK14]: Watch your formatting throughout. Remember that aesthetics are as important as content.

REFERENCES UPON REQUEST.

Comment [RK15]: Employers know that references are available upon request; you do not need to include this information.

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John Doe
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DIRECTOR OF FINANCIAL OPERATIONS

Results-oriented executive with strong operations, strategic planning, business development, and multi-site management abilities. Skilled at acquiring and developing sites, streamlining processes, developing customer base, and implementing effective marketing strategies. Strategic thinker who thrives in dynamic, fluid environments while remaining pragmatic and focused. Natural leader and effective communicator, adept at improving employee morale and building rapport with individuals on all levels.

Areas of Expertise:

- Budget Forecasting
- P&L Responsibilities
- Employee Management
- Leadership
- Business Acquisitions
- Sales Team Management
- Human Resources
- Lease Management
- Change Management

"John has consistently delivered on every project large or small that we have thrown at him - the extent of his talents seems to be endless."

Tom Shenker, President, Brookstone Financial Corp.

"John is thoughtful, honest, exciting, motivating and inspirational - people want to be around him and be like him."

Dave Doolittle, VP of Property Development, Doolittle & Doolittle

CAREER HIGHLIGHTS

Re-engineered company, small business with \$32m in gross revenues and 200 FTE's. Overhauled accounting, operations, sales and marketing through implementation of fully computerized software driven systems.

Oversaw operations in the highest yielding region in the company: 17% increase in fourth quarter profits.

Created Performa models to drive store sales to new expectations, resulting in 34% increase in gross revenue.

Created sales and marketing training guidelines to drive up revenue, resulting in an increase in 18% higher customer counts and 12% higher revenues in sales.

Re-engineered and streamlined customer account process and cut costs by 45% by consolidation of services and vendor relationships.

Increased recovery revenue 15% by developing existing staff in collection efforts to drive down losses.

PROFESSIONAL EXPERIENCE

RENT-ME-NOW, PLANO, TX

2006 – PRESENT

Regional Director of Operations, Finance Services

- Oversee the financial services of 125 locations and establish strategic direction for the region, encompassing setting and directing objectives with respect to coworker development, profit targets, and new location openings.
- Ensure financial results of assigned locations as measured against established projections and budgets.
- Realigned districts and added two additional districts to create a more profitable region.
- Develop District Managers ability to execute company policies and procedures.

BROOKSTONE FINANCIAL CORPORATION, PORTLAND, OR

2000 – 2006

Development Director

- Oversaw day to day operations supported through seven District Managers responsible for 250 FTE's.
- Contributed to successful acquisitions of multiple sites through negotiations with liaisons and owners.
- Opened 28 additional locations, including site acquisition, lease negotiation, build-out, equipment configuration and hiring and training of staff.
- Played a key role in company expansion, software implementation, training of personnel and special projects.
- Identified needs for cost savings measures and found solutions to operational functionality.

PROFESSIONAL EXPERIENCE – CONT.

Compliance Officer

- Oversaw the Anti-Money Laundering compliance program, as dictated by the passing of the Patriot Act, and developed and published the program based on the laws and regulations part of governing law.
- Updated manual, created audit process for compliance on a store level, made enhancements to software to be in compliance, and administered tests to employee's for training and retention purposes.
- Reported to and worked with local and national trade associations on crafting training materials and industry related compliance guidelines.

NATIONWIDE LOAN AND FINANCE, PORTLAND, OR

1998 – 2000

District Manager

- Managed the operations of 12 stores, monitored \$3 million budget, loan payments, balance suspense, operational costs and profitability.
- Oversaw directly and indirectly the personnel training of 14 stores in Oregon and Washington.
- Opened 24 locations, including site acquisition, lease negotiation, build-out, and equipment configuration.
- Directed and implemented policies and procedures on collection issues from store level through legal actions.
- Developed and directed work plans for meeting office, administrative, and corporate objectives.
- Hired, trained, motivated and administered disciplinary actions, supervised, coached, and mentored to achieve production/quality standards and corporate objectives.
- Created tutorials for staff training on proprietary software program.
- Developed benchmarks and protocols for all aspects of business operations.

ADDITIONAL EXPERIENCE

Operations Manager, Pacific Northwest Bank, Portland, OR

1996 – 1998

Operations Manager, Resources Inc., Portland, OR

1995 – 1996

Vice President/General Manager, Pacific Rim Services, Kailua-Kona, HI

1991 – 1995

Vice President/General Manager, Hawaii Reporting Inc., Kailua-Kona, HI

1989 – 1995

CERTIFICATIONS

CCIM Certification, (Certified Commercial Investment Member), National Realtors Institute, Honolulu, HI

Arbitration-Mediation Certificate, American Arbitration Association, Honolulu HI

GRI Certification, Graduate Realtors Institute, National Board of Realtors, Honolulu, HI

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