

Barbara Brown

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Las Cruces, NM 88005

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OFFICE MANAGER / EXECUTIVE ASSISTANT

High-performance manager with expert organizational, leadership, team building, and communication skills. Recognized for efficiency, creativity, resourcefulness and competence in directing administrative matters, and supporting organizational goals.

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| <input checked="" type="checkbox"/> Sales & Marketing Support | <input checked="" type="checkbox"/> Vendor & Customer Communications |
| <input checked="" type="checkbox"/> Staff Relations & Communications | <input checked="" type="checkbox"/> Special Events & Meeting Planning |
| <input checked="" type="checkbox"/> Policy & Procedure Compliance | <input checked="" type="checkbox"/> Problem Solving & Decision Making |
| <input checked="" type="checkbox"/> Performance Management | <input checked="" type="checkbox"/> Workload Planning & Prioritization |
| <input checked="" type="checkbox"/> Staff Training & Development | <input checked="" type="checkbox"/> Project Planning & Management |

SELECTED CONTRIBUTIONS

- Instrumental in supporting the company's rapid growth from \$250K to **\$1M**.
- Key contributor for dealer to receive **President's Team Award**, 2005-2007.
- Handpicked to help other dealers grow their business and appointed to Dealer's Council.

PROFESSIONAL EMPLOYMENT

XYZ Company, Las Cruces, NM

2001–2011

General Manager (2006–2011)

Office Manager (2002–2006)

P/T Administrative Assistant (2001–2002)

Promoted rapidly through a series of increasingly responsible positions. Managed >9 employees including Sales Reps, Installers, Customer Service Reps, and Administrative Assistant.

Operations Support

Managed all administrative functions including coordinating meetings, prioritizing projects, arranging travel, and preparing expense reports. Handled confidential correspondence for owner.

- Created efficiencies by removing redundancies in the infrastructure. Developed data management system. Designed sales records and customer profiles.

Management /Supervisory

Hired, trained, supervised, and coached staff to achieve team results within aggressive deadlines. Assured staff received appropriate training. Performed annual performance reviews.

- Instrumental in proposing new position. Subsequently hired a customer service/quality control representative who ultimately increased business image and customer satisfaction.

(XYZ continued)

Finance and Budgeting

Recognized as “go-to-person” for payroll, accounting budgeting and reporting, A/R, A/P, and unemployment filing. Managed P&L—partnered with external controller.

- Assumed responsibilities and streamlined finance and accounting systems.

Advertising & Marketing

Directed and implemented marketing strategies and placed advertising purposefully. Directed all business development initiatives to increase company’s visibility and market penetration. Determined marketing tactics to assure steady flow of sales leads.

- Increased company’s presence on the Internet by implementing social media strategy.

Customer Service & Sales

Promoted “customer first” philosophy to retain high satisfaction ratings. Assured problems were resolved expediently. Monitored sales reports and close-ratios—took corrective action if needed.

- Created and implemented Customer Referral Program that increased sales >18%.

LAS CRUCES CAREER CENTER, Dona Ana County

1999–2001

Job Placement Counselor / Administrative Assistant

Assisted clients with job searches, resumes, and interviewing skills. Interacted with targeted employers and coordinated interviews. Maintained database and submitted required reports.

- Established follow-up program to track placement success percentages.

Raised children and took care of elderly parent.

1997–1999

APOLLO COLLEGE, Albuquerque, NM

1993–1997

Secretary, Dean of Admissions (1995–1997)

Receptionist (1993–1995)

Fast-track promotion to process admission documentation for potential students. Handled all office duties supporting 5 counselors. Selected and directed work-study students.

EDUCATION / SKILLS TRAINING

Computer skills: MS Office, QuickBooks, SEO Optimization

Office Administration Certificate

Computer Programming Certificate