

# **MARCIA JASPER**

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## **OBJECTIVE**

To obtain a position as an Administrative Assistant.

## **HIGHLIGHTS OF QUALIFICATIONS**

- Over 10 years experience in administration.
- Currently an Administrative Secretary with Norlinear Systems Inc.
- Skilled in scheduling, coordinating and time management.
- Contributed to the success of 3 team projects as an Administrative Secretary.
- Proficient with MS Office Suite and Simply Accounting.
- Languages: English and Spanish.
- Highly skilled person who is able to meet tight deadlines.
- Received the Employee of the Month Award - Sunmark Industries.

## **ACCOMPLISHMENTS**

### **Quantified Results**

- Saved Sunmark Industries over 50 work hours per year on the filing process by improving efficiency (a 35% increase).
- Saved Norlinear Systems Inc. over 24 work hours per year on the travel booking process by reducing the number of steps.
- Reduced the cost of office supplies saving Sunmark Industries over \$1,920 per year.
- Reused file folders saving Sunmark Industries over \$75 per year.

### **Administration**

- Purchased office supplies including paper, binders, file folders and computer toner for the shipping department.
- Performed document handling, record keeping and filing for the shipping department.
- Prepared inventory reports for the shipping Manager.
- Compiled manpower log books and inventory checklists for the production department Manager.

## Administration (Cont'd)

- Completed regular maintenance of office equipment including the XEROX 3000 Series Workstation Photocopier.
- Performed reception duties including greeting walk-in customers, routing incoming phone calls and sorting mail.

## Training

- Delivered highly effective administrative training monthly over a period of 3 years.
- Provided order taking training monthly over a period of 2 years as an on-the-job trainer.
- Performed telephone protocol training quarterly over a period of 2 years.

## WORK HISTORY

- 2003 - Present     *Norlinear Systems Inc., Boston, MA*  
**Administrative Secretary**
- 2000 - 2003        *BWM Manufacturing Inc., Boston, MA*  
**Receptionist**
- 1996 - 2000        *Sunmark Industries, Boston, MA*  
**Administrative Clerk**
- 1994 - 1996        *Colonial Tavern, Boston, MA*  
**Wait Staff (Part-Time)**

## PROFESSIONAL TRAINING

- 2007                **MS Word** - Key Consulting
- 2006                **Time Management** - Key Consulting
- 2000                **Customer Service Training** – D.W. Enterprises Inc.

## EDUCATION

- 1996                **BBA Degree**  
*Boston University, Boston, MA*

*References Available Upon Request*

# **CHRIS MACKENZIE**

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## **OBJECTIVE**

To obtain a position as a Manager within the manufacturing industry.

## **HIGHLIGHTS OF QUALIFICATIONS**

- Over 3 years experience in management.
- Currently an Assistant Manager with World Car Parts.
- Skilled in process control, scheduling and hiring.
- Contributed to the success of over 10 team projects as a Lead Hand.
- Proficient with MS Project Manager. Experienced with MS Office and ACCPAC.
- Dedicated person who is able to inspire cooperation.

## **ACCOMPLISHMENTS**

### **Quantified Results**

- Reduced the monthly operating budget saving World Car Parts over \$3,360 per year.
- Combined two jobs into one saving Super Discount World Inc. over \$20,000.
- Saved World Car Parts over 180 work hours per year on the stock picking process by changing the sequence of steps (a 50% increase in efficiency).
- Saved All-Metal Products over 60 work hours per year on the stacking process by reducing the number of steps.
- Saved World Car Parts over 50 work hours per year on the inventory process by streamlining key steps.

### **Leadership**

- Managed the operational scheduling of hundreds of car parts including engine components and body panels valued at \$500,000.
- Managed the display assembly process of the housewares department including kitchen sets, barbeques and book cases valued at \$400,000.
- Managed 10 team members whose duties included selling car parts and repairing small engines.
- Supervised 9 team members whose duties included assembling retail displays and refurbishing stainless steel counter tops.
- Successfully led a team of 7 people to reduce the amount of time required to load shelf components on to the assembly line.

## Administration

- Performed planning, budgeting and scheduling for the housewares department.
- Interpreted logistical spreadsheets for the shipping department.
- Analyzed reports for the housewares department Supervisor.

## Training

- Delivered highly effective material handling training twice a year over a period of 3 years as a certified training instructor.
- Performed stockroom training twice a month over a period of 4 years as an on-the-job trainer.
- Trained over 60 cashiers in dealing with difficult customers.

## WORK HISTORY

- 2005 - 2008      *World Car Parts, Los Angeles, CA*  
**Assistant Manager**
- 2004 - 2005      *Super Discount World Inc., Los Angeles, CA*  
**Assistant Manager (Part-Time)**
- 1999 - 2003      *All-Metal Products, Los Angeles, CA*  
**Lead Hand**

## PROFESSIONAL TRAINING

- 2008              **Leadership Training** - Leaders Institute
- 2008              **Budgeting** - B.D. Worthy and Associates
- 2007              **Time Management** - Leaders Institute
- 2006              **MS Excel** - Key Consulting
- 2003              **Material Handling Trainer Certification** - MH Institute USA

## EDUCATION

- 1998              **Bachelor of Arts Degree in Economics**  
*University of Los Angeles California, Los Angeles, CA*

*References Available Upon Request*

# **ASHLEY MARTIN**

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## **OBJECTIVE**

To obtain the Supply Control Coordinator position with East Coast Grocers Inc.

## **HIGHLIGHTS OF QUALIFICATIONS**

- Over 4 years total experience performing inventory control related functions.
- Skilled in inventory reconciliation, scheduling and generating reports.
- Contributed to the success of over 20 team projects as a Retail Manager.
- Proficient with MS Office, Retail Plus POS Software and WS Inventory Tracking Software.
- Material handling equipment experience: forklifts, electric pallet jacks and stretch wrappers.
- Results oriented person who is able to meet tight deadlines.

## **ACCOMPLISHMENTS**

### **Quantified Results**

- Saved Bombardier Clothing over 180 work hours per year on the shipping process by combining two tasks into one.
- Saved Regional Food Bank over 68 work hours per year on the truck loading process by developing new methods.
- Saved Douglas Hardware over 37 work hours per year on the stocking process by creating new signage.
- Saved ShoesRUs over 26 work hours per year on the stocking process by reducing the number of steps.
- Prevented overpayment on non-shipped items through the creation of a temporary stock holding location saving Bombardier Clothing over \$2,000 per year.

### **Leadership**

- Managed the inventory control of supplies including outerwear valued at \$100,000.
- Successfully led a team of 4 people to streamline a stockroom.

### **Administration**

- Performed document handling, scheduling and statistical compilation.
- Completed record keeping and scheduling for a retail division.
- Analyzed inventory spreadsheets for the purchasing department.

## **Training**

- Delivered highly effective stockroom training quarterly over a period of 7 years as an on-the-job trainer.
- Trained numerous people in customer service skills.

## **Teamwork**

- Inventoried retail goods including outerwear.
- Received retail goods including formal and casual footwear.

## **WORK HISTORY**

- 2008 - Present     *Regional Food Bank, Charlotte, NC*  
**Store Room (Volunteer)**
- 2001 - 2007       *Bombardier Clothing, Charlotte, NC*  
**Retail Manager**
- 1997 - 2000       *ShoesRUs, Charlotte, NC*  
**Assistant Manager**
- 1993 - 1996       *Douglas Hardware, Charlotte, NC*  
**Storerom Clerk (Part-Time)**

## **PROFESSIONAL TRAINING**

- 2007               **Inventory Control Management** - National Retail Institute
- 2002               **MS Excel Advanced** – NCSU
- 1997               **Customer Service Training** - CST Partners Inc.
- 1994               **Forklift Operators Certificate** – Liftway

## **EDUCATION**

- 1996               **Bachelor of Commerce Degree**  
*North Carolina State University, Raleigh, NC*

*References Available Upon Request*