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Bringing Resumes to Life



Attorney Resume

ANONYMOUS

Email Address | Phone | City, State, zip code

Summary

Auto insurance/legal subject matter specialist, knowledgeable about claims operations and offering top-notch project management, team leadership and problem-solving abilities. Innovative in maximizing resources to meet challenging demands. Analytical leader with excellent multitasking abilities.

Skills

- Claims Management
- Team Leadership
- Contract and Policy
- Legal Negotiation
- Insurance Comprehension
- Creating Policy and Procedure
- Request for Proposals (RFP)
- Risk Management
- Loss Analytics
- Feasibility Studies

Experience

- Director of Claims** | Employer - City, State | 12/2013 - Current
- Manage daily and long-term operations of Third-Party Administrators servicing multiple lines of exposure, average annual cost savings of \$1,523,000.
 - Write uniform policies on insurance coverage and claims processing for business units.
 - Analyze strength and weakness of local liability of mediators and settlement conferences for claims over \$250,000 or those involving coverage.
 - Train clients and 50 National and Regional Third-Party Administrators (TPA's) on claim best practices, jurisdictional differences in coverage for construction and alternative markets divisions.
 - Represent the company as Subject Matter Specialist in market of self-insured and high deductible accounts, & appearances to date.

- Adjunct Professor** | Employer - City, State | 01/2014 - 06/2019
- Educated students in Business Law, Human Resource Management and Business Management, 2 classes a year.
 - Advisor for development of risk management and claims.

- Vice President** | Employer - City, State | 09/2007 - 02/2013
- Established the National Excess Risk Management Department for Employer, resulting in automating claims filing and access to the catastrophic claims response team.
 - Managed team of 10 regional adjusters that serviced self-insured clients throughout the United States, processing complex claims including but not limited to EPLI, Eron and Omission, Professional Liability, Police Liability and Workers Compensation.
 - Directed litigation management to outside defense & coverage counsel for 5 regional law firms.
 - Prepared coverage and trigger evaluation, reservation of rights reports, legal holds and served as corporate representative at state & federal mediations across the United States; reduced litigation costs by 40%.
 - Analyzed statistical data for comparison of, loss ratio, loss analytics for internal claims team, underwritten and policies.
 - Delivered insight as a subject matter specialist in retaining insurance placement with leading brokers in core casualty treaty, reinsurance 100%.

- Represent company on 30 b (M) department, average once per year.
- Prepared claim budgets for branch location, \$2.6 Million; 98% of or under budget mark.

- Associate Attorney** | Employer - City, State | 08/2004 - 09/2007
- Defended insured and self-insured clients for Employer (NH and MA), procured settlement revenue exceeding \$1 million dollars.

- Assistant Vice President Claims** | Employer - North Andover, Nashville, Massachusetts, Tennessee | 02/2000 - 08/2004

- Established multiple Regional Risk Services Departments in MA and TN, including claim services; increased client base 75%, generated additional revenue of +/- \$20 million dollars.
- Spearhead internal and external Claim Department of 18, responding to claims for self-insured clients, self-insured groups, co-ops and agency programs in New England and Tennessee. Secured over \$1.5 million in dividends for clients and co-ops.
- Led Coactive Insurance Program servicing TPA's facilitating for 7 companies in New England and Tennessee, \$20 million in claim service fee revenue.
- Drafted & responded to Requests for Proposals (RFP), service contracts and marketed self-insured prospects, 7 - 8 contracts/year.
- Provided +/- 30 recommendations regarding indemnification and hold harmless agreements.
- Evaluated excess and reinsurance coverage for clients with the broker of record.
- Conducted legal training and educational seminar for clients regarding: Workers Compensation, Return to Work Programs, ADA, EEOC, DCF and OSHA compliance.

Education

University of xxx | City, State
Bachelor of Science: Management

School of Law | City, State

Juris Doctor

Active licenses:

Risk Management Associate Designation (ARM) 1995 (ARM-P) 2019
2007, **Admitted to practice law, Florida**
2004, **Admitted to practice law, New Hampshire**
2000, **Admitted to practice law, Massachusetts**

Guest Lecturer

Guest lecturer: Economics - National Claim Trends & Claim Costs, City, State, 2019.
Additional information on lecturer appearances can be provided upon request.

Member, Associations

Massachusetts, New Hampshire & Florida Bar Associations, Employment Law Sections, Defense Research Institute (DR) Insurance, ERM

Volunteer Work

Risk Management Consulting - Client, City, State
xx - Board of Trustees & Risk Management Board President, City, State



Brand Marketing Focused resume

Anonymous

City, State Zipcode | H: xx | email address

Summary

Goal oriented leadership professional with a specialty in implementing strategic approaches to drive market growth and bottom-line profitability, cultivating brand / marketing strategies and revealing customer needs to deliver solutions.

Skills

- Strategic business planning
- New Business Development
- Speak Multiple Languages
- Forecasting Analysis
- Client Relationship Management
- Driving Business Growth
- Merchandising
- Nielsen Nitro / Tableau
- Retail Link
- Ainsia SaaS Platform

Experience

Senior Customer Business Partner Jun 2018 to Current

Company name - Franklin, Massachusetts

American multinational personal care corporation that produces paper-based consumer products

- Develop portfolio for client; utilizing forecast analysis, partnering with category management and developing annual plans for client; leading in all 13 categories (including brand strategy), totaling \$25M in profit.
- Spearhead collaborative, strategic business planning with merchants and crossfunctional stakeholders.
- Over delivered 2018 net sales 8.1%+ YOY.
- Successfully led key projects which resulted in 2.4% increase YOY.

Customer Business Partner Jun 2016 to Jun 2018

Company name - Franklin, Massachusetts

- Managed entire xx portfolio for major client, generating revenue totaling \$18M.
- Promoted product and developed business relationship with client possessing a 3-year CAGR of double digit declines; improving from -14.3% to 1.9%+.
- Lead category reviews across all brands and categories, resulting in incremental shelf space, merchandising, and display; translating to 10%+/- more shelf space, YTD 2017 consumption up +7.0%.
- Rebuilt brand relationship with the customer creating an increase in Advantage Survey results, #11 in 2015 moved up to #2 in 2017.

Customer Development Associate Jul 2015 to Jun 2016

Company name - Rogers, Arkansas

- Provided analytical analysis using Nielsen Nitro and Retail Link trackers; conducted post-promotional analysis and assessment that drove decision making in trade categories, 95% forecast analysis accuracy.
- Sold 3 new products to Sam's Club E-Commerce; as of December 2016, was a top-rated item by members purchasing on Samsclub.com.



Marketing Focused with a highlight of customer service



ANONYMOUS

Email address | H: xxx | address, City, State zip code

Summary

Driven marketing strategist willing to relocate for a company in need of an experienced professional with demonstrated success in developing and implementing new approaches to drive market growth and bottom-line profitability. Strong communicator with natural leadership talent and high energy. Customer Service driven manager proficient in building teams and motivating personnel to new level of performance.

Skills

- Brand Marketing
- Driving Traffic on Social Platforms
- Content Execution
- Market Analysis
- Marketing Campaigns & Strategies
- Client Procurement
- Networking & Customer Service
- Managing Large Groups
- Creative Design
- Event Planning

Experience

Company name
Creative Director
11/2018 - Current

- Create engaging content for social media, website and blog; grow Facebook page +20.25% and 75% increase in blog engagement.
- Execute and design Facebook ads and Newsletters with A/B testing; grow newsletter base 100% in 2 years and click engagement jumped from 9-14% to 30-40%.
- Collaborate with CEO on marketing campaigns, creative design, branding and streamlining operations.
Partnered with cross functional entities for online promotions and live events, including Indie Beauty Expo (IBE) NY.

Company name
Guest Services Manager
09/2016 - Current

- Manage 60+ employees and resolve conflicts with guests or employees.
- Anticipate guests needs and provide service to build relationship and create a loyal customer; guest service scores show rating of top 10% Choice Platinum Property 2 years in a row.
- Plan and host guest appreciation nights; educate guests on the benefits and advantages of membership into the loyalty program and enroll, enrolled 300/year.
- Build rapport with corporate partners to keep maintain loyalty to the Bangor Comfort Inn and Choice Brand.

Company name
Local Store Marketing Coordinator
06/2011 - Current

- Manage all local ad buys and ad design; track ROI designating specific coding.
- Coordinate, plan, host and supervise in house events to enhance current promotion and drive sales.



CS Management Naval Background



CLIENT NAME

Email address: C: (999)999-9999
City, State Zip code

PROFESSIONAL SUMMARY

Customer Service Manager bringing team building and organized leadership capability to help staff meet and exceed expectation. Equipped to train, monitor & manage high performance teams of 25+ in fast-paced environments. Reliable and decisive with expertise in diplomatic conflict resolution and consumer behavior.

SKILLS

- Customer Service Relations
- Mentorship and Coaching
- Property Management
- Conflict Resolution
- Reporting & Analytics
- Quality Control & Assurance
- Change Management
- Strategic Planning

WORK HISTORY

Call Center Supervisor | Company Name - City, State 07/2015 - Current

- Resolve escalations and direct 26 call center customer service representatives, answering 50 calls per shift for 80 hotels all over United States.
- Incorporate statistics and analytics to institute training in quality control of data, establishing less than 2% transfer rate and customer hold time of less than 10 seconds per call.
- Provide training to 26 employees in how to respond to reservation inquiries, sales, customer loyalty disputes and respect of privacy.
- Conduct annual performance reviews and one on one coaching 10 hours per week, resulting in an overall team score of 83% in Voice of the customer surveys and 98% attendance record.
- Facilitated change management of replacement operating system and phone system while minimizing inconvenience to customers seeing only a 10% loss in customer satisfaction during this process.
- Promoted from call center representative to supervisor role in 2017.

Driver/Car Hopper | Company Name - City, State 09/2014 - 07/2015

- Drove automatic/standard vehicles from 8K to 36K pounds, 4 hours per day making stops at up to 30 customer locations.
- Serviced 4 ATM machines per day on set schedule, including re-supplying, retrieving deposits and machine balancing.
- Catalogued inventory items by number, signature, dated receipts, recorded amounts and serial numbers then sorted individual cargo items by route.

Teller | Company Name - City, State 04/2014 - 09/2014

- Interpreted customers' needs and offered services generating loyal customers and achieving sales goals of 10 new account openings per month.
- Processed certificate of deposits, bonds, cash and check exchanges in accordance with bank accuracy procedures for 200+ customers per day.
- Prepared money orders conducted bank to bank wires and guarded bank against counterfeit checks and identification fraud.

Housing Manager | Company Name - City, State 04/2011 - 02/2014

- Led, mentored and supervised 14 diverse staff members while integrating two different military cultures, resulting in increased quality of life for Joint Base Pearl Harbor Hickam Unaccompanied Housing.
- Managed creation and implementation of training program for 2 junior managers, 5 building supervisors and 7 employees.
- Maintained 5 facilities valued at \$36M, ensuring 1100 residents received timely service through daily reporting and tracking of maintenance work requests.
- Spearhead move of over 90 residents during each phase of the renovation plan, offering availability 24 hours a day, 7 days a week, resulting in no complaints and minimal impact to daily operations.

Manager of Formal Restaurant Front Back of House | Company Name - City, State 12/2008 - 03/2011

- Led formal restaurant and 4 large kitchens, directed 14 staff and served meals to 5000 sailors 3 times per day, while maintaining profit and loss records.
- Instructed and mentored 14 junior staff in Cross Training of areas outside the field of expertise, resulting in 50% qualification increase.
- Established on-the-job training programs for 25 staff, which increased professional knowledge and advancement of opportunities for subordinates, 25% of class graduates were promoted.

EDUCATION

University Name, City, State 05/2011
Bachelor of Science: Hospitality, Tourism and Restaurant Management

CERTIFICATIONS

Certification in Customer Service Management | Issuing Organization
Command Managed Equal Opportunity Manager Certification | Issuing Organization
Advanced Food Preparation Certification | Issuing Organization
Certified IFSEA HACCP Manager | Issuing Organization
Certified IFSEA Food Service Manager | Issuing Organization

AWARDS AND HONORS

Leadership Award - 2005
Diversity Management Award - 2005
Navy Commendation Medals (2) - 2006 and 2008
Letter of Appreciation (White House Communication Staff) - 2007



Legal Administration

CS

CLIENTS

[email address](#) | (000) 000-0000
City, State, Zip Code

SUMMARY Knowledgeable legal support professional experience in traffic violations and real estate transactions such as rental agreements, purchases, sales and closings. Adept at reviewing and interpreting site plans, legal descriptions and paperwork with a keen eye for detail and capability of working unassisted. Looking to contribute knowledge learned with a new team in a similar role.

SKILLS

- Office Management
- Real Estate Title & Tax Policy
- Real Estate Closings
- Probate & Real Estate Law
- Contract Preparation
- Public Database & Legal Research
- Customer Service
- Database & File Organization
- Troubleshooting
- Legal Documentation Review

COMPUTER SKILLS WordPerfect, TValue, Net Deed Plotter, QuickBooks, Paperport, Adobe, DWG Reader, MS Office: Word, Excel & PowerPoint

WORK HISTORY **Real Estate Paralegal** | Company name - city, State
08/200X - XX/2020

- Delivered information to the clients and to 6 outside attorneys' on behalf of employer to implement client service needs: real estate sales, purchases, financing, title issues, municipal approvals, corporate formations, leases, evictions, estate proceedings and traffic violations.
- Coordinated communication as a liaison between attorneys, real estate agents, lending institutions and clients to diffuse deadline-oriented issues pertaining to closings, received 50 calls per day and grew business by building client relationships.
- Managed staff when employer went on vacation, proven capability of handling 100 clients simultaneously and hundreds of closings unassisted while serving as real estate subject matter expert to staff.
- Trained paralegal staff of 2 in software such as deed plotter, QuickBooks, PaperPort to improve performance, transaction performance increased by 90%.
- Examined public databases such as tax office, surrogates court records system, deed record systems, property tax maps and satellite maps to validate information on closings.
- Researched and analyzed Real Estate laws, Probate laws and regulations to devise legal update report, delivered to attorney and staff daily.

- Facilitate communication between judges, court administration, government agencies and attorneys in observance of strict privacy laws to prevent information breaches and protect client data, zero breaches to date.

Sales Associate | company name- city, State
01/2000 - 01/20XX

- Prepared freight and provided customer service to the jewelry, shoe and clothing departments, emptying over 500 boxes of inventory a week.
- Cashed out hundreds of customers in both the jewelry department and as overflow to the front end of the store.
- Catalogued inventory racks and shelves to maintain store visual appeal, engage customers and promote merchandise, display modules changed every 2-3 months.

EDUCATION University Name, City, State
Bachelors of Science: Political Science
School Name, City State
Regents Diploma



Project Management Pharma

ANONYMOUS ENTITY

city, State zip code | C: xxx-xxx-xxxx | email address

Summary

Resourceful Senior Research professional offering over 10 years of experience managing diverse research projects in internal medicine, from funding and development, to data collection and reporting. Ability to train, mentor and manage teams of junior research assistants in study activities

Skills

- Statistical Process Control
- Quality Control Enhancement
- Strategy Implementation
- Speciality Knowledge: Primary Care, Diabetes, Cancer, Gastroenterology, Disease
- Data Collection / Analysis & SQL
- Project Management
- Budget Management and Cost Reduction
- Microsoft Office: MS Word, Excel, Power Point, Access

Experience

Quality Improvement Project Manager, Department of Medicine Jan 2013 to Current Employer - City, State

- Coordinate with Care Management team to identify complex and/or at-risk patients and update patient profile reports with relevant clinical and non-clinical information for subsequent outreach, 132 cases identified since June 2019 among 38966 patients
- Research and collaborate with cross functional specialists to develop demographic combinations for preliminary study analysis, conducted at least 12 per year to date
- Manage multi-disciplinary team leading process review for reconciliation of laboratory specimens and charting new workflow to prevent failures in transporting critical specimens, improvements implemented now ensure 99% success to date
- Partner with Primary care and specialty departments to implement special projects; colorectal cancer screening project resulting in 80% screening rate increase
- Create individualized provider reports to provide actionable data for outreach & follow-up for 40K patients and report on key Population Health measures (including colorectal cancer, breast cancer and cervical cancer) for the Primary Care division

Quality Improvement Consultant, Project Manager Jul 2010 to Jan 2013 Employer - City, State

- Co-partnered with primary care physicians to increase iron deficiency anemia screening rates by conducting Process Mapping and utilizing Rapid Cycle Testing to introduce improvements, rates increased from 75% to 95% over 1 year
- Participated in 20 Process Observations during improvement roll outs: identified key metrics, gathered data, ran analysis on an on-going basis charting process performance using Statistical Process Control tools and reported on progress to measure owners, handled 200+ similar observations to date
- Authored & communicated clinical outcome measures to executive sponsors and key stakeholders for 10 divisions in the DoM regarding updates, describing key obstacles/barriers experienced & goals achieved
- Created +/- 40 project charters in collaboration with multi-disciplinary teams to implement pilots and tests of change; collected and analyzed baseline data, measured improvements and produced detailed measurement plans

Student Consultant of Operations

Jan 2010 to May 2010

Employer - City, State

- Interviewed 15 stakeholders and compiled data from electronic medical records, patient satisfaction surveys and operational reports, then mined data to determine operating inefficiencies and probable solutions using Institute for Healthcare Improvement (IHI) guidelines
- Formulated adjustment strategy to optimize operation efficiency: suggested revised scheduling, hiring a technician, innovative solutions to eliminate duplicate referrals, application of queuing theory and overall grew appointment availability by 25%
- Wrote report and recommended smoothing of clinician supply, maximizing efficiencies, staffing to demand and increasing involvement of primary care providers

Project Coordinator

Jan 2008 to Aug 2009

Employer - City, State

- Formed a risk assessment model for the area and screened 500/month for hypertension and diabetes
- Managed budget of 10K/month and built relationships with community leaders, keeping hospital rated within top 5% of hospitals in the area and increasing revenue from insurance payments and referrals, 25-30% in the first year
- Pioneered strategic plan, mission statement & curriculum to train 23 volunteer health workers to deliver preventive health educational programs to locals deemed at-risk
- Educated 1,000 patients in hygiene and disease prevention strategies within first 6 months of operations

Deputy Clinical Administrator/Medical Officer

Mar 2008 to Aug 2009

Employer - City, State

- Established guidelines for common disease protocol to safeguard fair treatment of patient and safety of staff, creating method of elevation for deviations in approach as needed
- Educated community using visual multimedia to illustrate best practices for treatment of hypertension, diabetes, medication compliance and nutrition, offered once every other month to 50-100 attendants
- Examined patient care, inventory, management procedures and staffing to build operation improvement plans, resulting in 60% cost reduction and 15% increase in patient visitation
- Provided wound care, lifestyle & disease counseling to 5-50 patients per day

Medical Officer

Aug 2007 to Feb 2008

Employer - City, State

- Led in-service training on patient communication, safety protocols and clinical effectiveness for clinical staff of 10 doctors and 30-40 nurses
- Managed the Emergency Unit on weekends and on-call basis including intensive care and in- and out-patient care, saw 20-50 patients per day
- Established and instituted patient management plans and monitored patient drug regimens for 3000 patients

Education

Project Management Course

College xxx - City, State

Master of Public Health (M.P.H), Health Policy and Management

College xxx - City, State

HIS Project: Focused factory model for diabetes primary care in low-resource countries
Practicum: xxx

M.D., Bachelor of Medicine, Bachelor of Surgery

University xxx



Teacher Resume

ANONYMOUS
CLIENT M.

xxx@gmail.com

xxx-xxx-xxxx

xxx, MA, xxxxx

SUMMARY Drama and English Teacher with 10+ years educating students from elementary to high school on theater terminology, practices and performance techniques. Experienced at creating fun and open environment to support ESL learning while teaching. Enhancer of knowledge, performance skills and confidence through interactive and engaging kinesthetic classroom activities that improve English proficiency.

- SKILLS**
- Theatre Production
 - Musical Playwriting
 - Costume & Set Design
 - Theatre History
 - Kinesthetic Development
 - ESL Instruction
 - Lesson Plans
 - Phonation Training

EXPERIENCE

THEATER TEACHER | 08/2015 to 05/2020
XXX Academy, xxx High School - city, MA

- Sequestered Emerson College to gain grant for Improv Acting Workshops.
- Designed kinesthetic theatre curriculum for an average of 160 ninth grade students each year.
- Inflated English language lesson plans integrated with theatre for non-English speaking students, 4 groups of 20 students each semester.
- Delivered one on one instruction, fostered oral communication and conducted 40 parent-teacher conferences, achieved 85% increase in English language proficiency from class graduates.
- Taught students how to design costumes and create model sets for plays, 140 model sets created to date.

ENGLISH TEACHER | 08/2010 to 07/2015
xxx K-12 Preparatory School - city, PR

- Incorporated tiered structured education methods to teach seventh, eighth, tenth, eleventh, twelfth grades to align students with learning objectives.
- Integrated language development opportunities with theatre to 25 students per class.
- Modified lesson plans to match individual thinking styles, interests and student groupings while fostering oral communication for 100% ESL class, administered 40 parent-teacher conferences.

THEATER TEACHER | 08/2011 to 05/2015

xxx K-12 Preparatory School - city, PR

- Taught eighth grade students theater history: Greek Theater, Medieval, Renaissance and 19th-20th centuries.
- Educated class on production basics, musical theater introduction, phonation, character development, acting scenes, skills and short musicals, averaged 20 students per class.

PRODUCTION MANAGER | 08/2010 to 05/2013

xxx K-12 Preparatory School - city, PR

- Managed production of musicals: "Robin Hood the Musical" (grossed \$20K), "Snow White" (earned \$40K) and "Peter Pan and Wendy" (made \$80K).
- Co-authored, directed, designed set and 25 costumes for "Robin Hood the Musical".
- Translated and adapted for "Biancaneves Boulevard" and wrote lyrics for Peter Pan and Wendy.
- Musicals produced attracted ticket sales of 9,000+ people in the prestigious Teatro La Peña of Ponce.

ENGLISH TEACHER | 08/2009 to 05/2010

xxx Elementary School - city, PR

- Guided lesson plans for seventh and eighth grades integrated with theater and film to incorporate literature, speaking and writing, averaged 30- students per class.
- Fostered oral communication, implemented 30 parent-teacher conferences a year, aided in organizing academic and extra-curricular activities related to theatre.

EDUCATION AND TRAINING

Emerson College - Boston, MA
Masters Degree Master of Arts
Theatre Education

University of Puerto Rico Rio - Piedras, PR

Bachelor's Degree Bachelor of Arts
Secondary Education, Teaching English to Spanish Speakers
Magna Cum Laude, Dean's List

LICENSES

License: High School English Teacher (Puerto Rico) - #927229
License: English as a Second Language (Grades 5-12) - #494457



Nurse Resume

ANONYMOUS, FNP-BC

emakad@es.com | (999) 999-9999 | city, state 99999

Summary

Patient-focused and empathic nurse practitioner seeking position with a growing and respected medical practice. Bringing over five years of experience in wound care, quality improvement and people management. Secured doctorate in nursing to acquire knowledge to help improve the lives of patients.

Skills

- Wound Care & Ref Aid
- Training Staff
- Occupational Health
- Subacute Management
- Quality Improvement
- Team Management
- Hospice Care
- Est Care

Experience

Registered Nurse Unit Manager | Employer - City, State | 05/2020 - Current

- Provide clinical direction, support, new hire training and scheduling to the nursing staff consisting of 7 nurses and 14 CNA's.
- Plan and evaluate the quality and quantity of nursing care through review of quarterly care plans, assuring that all 45 residents received proper care from admission continuing until discharge.
- Reorganize schedule and revamp procedures coordinating with DON and ADON to accommodate COVID preventative and on going nurse care within facility.
- Create and track easy charting sheets to record patient vitals and patient assessment every four hours to allow for seamless and abrupt shift changes.

Registered Nurse Day/Evening Shift Supervisor | Employer - City, State | 05/2019 - 05/2020

- Identified service requirements for 96 patients and assured delivery of adequate care amongst 4-member nurse team as well as aid nursing staff in finishing comprehensive nursing assessment and observations.
- Completed patient intake by verifying medical histories, medications, order entry, scheduling labs and appointments, admitted 1-4 patients per week.
- Finalized patient discharges by verifying order completion of medications, labs, follow up appointments and services.

Staff Registered Nurse | Employer - City, State | 02/2018 - 06/2019

- Promoted in January of 2018 to Registered Nurse Supervisor after providing 7 years of ADL as CHA, becoming point person after conducting rounds with wound doctor and autonomy maintenance care as Staff Registered Nurse.

Registered Nurse | Employer - City, State | 02/2018 - 05/2019

- Administered patient care for 17 patients per day including: health reporting, narcotics count, med passes, breakfast meal tickets, vital signs/nursing assessments, treatments, serving food and feeding patients.

Doctorate of Nursing | Employer - City, State | 05/2017 - 05/2019

- Implemented over 840 hours of direct patient care within Internship: Family Practice, Women's Health, Pediatrics, Occupational Health, SHF and Subacute Management.

Registered Nurse Supervisor | Employer - City, State | 01/2017 - 05/2019

- Traveled between 6 different rehab facilities to provide individualized patient care to an average of 17-30 patients per day under facility specific policies and procedures.
- Assessed safety and administered first aid to children in grades K-5 for school with over 700 students.

Education

Family Nurse Practitioner Track, xxx University | city, state | 2019

Doctor of Nursing Practice

Quality Improvement Project: xxxxxxxx
Decreased from 94% to 74%, surpassing goal and national average
Research Paper: xxxxxxxxxxxx

College of Pharmacy & Health Sciences University | city, state | 2015

Bachelor of Science: Nursing

Capstone Project: xxx
Research Paper: xxx xxx

State University | city, state | 2014

Bachelor of Science: Community Health

Awards and Honors

Distinction in Interprofessional Healthcare Education, xxx University May 20xx

CVS Health Foundation Grant recipient, xxx University December 20xx

Clinical Spotlight, xxx University, December 20xx

Community Engagement Leadership Award, xxx University, April 20xx

Commitment to Service Award, xxx University, December 20xx

Licenses

Certified Nurse Practitioner, state, RNxxxxxx, Expires November, 2022

Family Nurse Practitioner, board certified by ANCC, 20xxxxxx, Expires August, 2024

Registered Nurse, state, RNxxxxxx, Expires August, 2022

Certifications and Training

BLS American Heart Association | CPR & AED Certified | Expires February, 2022

xxx Nursing Center (MA) | Alzheimer's and Dementia Training Class (Bhrs.) | December, 2017

Dr. xxx Wellness and Skin Care | Modern Wound Management Certification | May, 2016



Programmer Resume

Anonymous

(C) (999) 999-9999 | email address | city, state 99999

SUMMARY

Knowledgeable and skilled software development professional providing high-level solutions that drive business continuity and provide cost efficiency. Skilled at developing, optimizing and reworking systems to meet specific user requirements. Highly proficient in 20+ types of programming languages.

PRIMARY SKILLS

- Software Development
- System Development & Migrations
- Prototype Interactive Mocks
- Mentorship & Team Building
- Code Review, Testing & Audit
- Design Creation
- Testing Applications
- Helpdesk Support

COMPUTER SKILLS

Web Technologies: JavaScript, AngularJS, Ajax, jQuery, Twitter Bootstrap, HTML 5, CSS3, XML, RESTful API, Typescript, JSON, ChartJS, NodeJS

Framework: Spring Boot, Hibernate, JPA, .NET Core, Maven

Backend Technologies: C#, Java, Java EE, PHP, ASP.NET, ADO.NET, PHP, C, Swift, Kotlin, Objective C

Tools: NetBeans, Apache Tomcat, Visual Paradigm, Eclipse, MS Visual Studio, Visual Basic, Report Builder, Android Studio, Unity, VMware, MS Active Directory, R, SCCM

Project Management: Jenkins, Git, Bit Bucket, Trello, Jira, NuGet, NPM, MS Project

Database: SQL Developer, Microsoft SQL Server 2012/2016 (SSMS, SSIS), Oracle (PL/SQL), MySQL, PostgreSQL, Firebase

Operating Systems: Linux, Unix (Bash, Perl, Powershell Scripting), Windows(7,8,10), Windows Server 2008/2012/2016

PROJECT HIGHLIGHTS

2020 Produced an Inventory Management Web Application (xxx)

- Enabled viewing of 3000+ IT assets using Angular JS, Node Js, HTML5, SCSS, SQL, C#, MVC, creating ability for custom reporting and automated monitoring of services, improved service 80%

2019 Movie Database (Spring Boot, Lombok, Maven, Java, HTML, Bootstrap, JavaScript, jQuery) (3C)

- Developed interactive web application to search for information about movies, actors, actresses, producers, directors and show times

2019 Security Awareness Training Game (C#, Angular, Typescript, Chart JS, PHP, Unity, Moodle, PostgreSQL) (3C)

- Produced Security Awareness training game to educate users about the importance of cyber security, 50 training participants

2018 Designed Geographic Information System (JavaScript, HTML, CSS and SQL) (World Vision xx)

- Developed web application to capture, store, manipulate, analyze, manage and present geographic data
- Applied FSA to fetch all the relevant information regarding the registered users residing in a specific area

EXPERIENCE

Rotational Administrator, Analyst & Automation Developer, Employer, July 2020- current
city, state

- Transform communicated business requirements into workflow solutions for Portfolios and Project Management on Jira/Confluence tools, 25 solutions provided to date
- Translate process into tool requirements and design solution to incorporate Agile delivery standardization into PPM solution
- Generate incident tickets in response to alarms/alerts using ServiceNow to Incident Control, average 6+ within an active rotational month
- Triage and respond to incident control tickets and items flagged for concern within 2-3 hour turnaround times
- Drive, influence, support, and implement code into production with 7 development team members
- Develop automated diagnostics and resolution within the Technology Common Automation Framework

Software Developer, Employer, September 2019- April 2020

city, state

- Develop PowerShell, Perl and Bash scripts for 150+ Windows and Linux Servers for monitoring system health in disaster recovery exercises
- Enhance the functionality and usability of the company's pipeline 15-20% changing passwords through strength meter and entropy check using Active Directory, LDAP (Lightweight Directory Access Protocol), Twitter Bootstrap, jQuery, AJAX, JavaScript, PHP, HTML, CSS3, xzwin
- Created GIT repository to perform backup, version control, code check-in/ checkout & code auditing capabilities, allowing one to roll-back and see previous versions for development, reducing coding redundancies 100%
- Extract data from Heat database and 6 different servers, eliminate redundant and obsolete information and write code into the new systems using stored procedures, SSIS packages and shell scripts

Systems Analyst/ Developer Co-op, Employer, April 2019- August 2019

city, state

- Automated VMware tasks in the DR environment: creating ESX hosts, Virtual switches, network configuration and orchestration of VM migration, restoration time reduced by 50%
- Collaborated with the web development team to streamline automation process of password change by Cyberark software using Rest API Calls, jQuery, PHP, JavaScript and Regex
- Automated tasks such as managing File Systems ACLS, reporting server patching by SCCM using Java and Powershell for 200 servers and 196 computers
- Patched servers, researched and resolved tickets with regards to security administration support and meeting standards for RMI's Active Directory domain using System Centre Configuration Manager (SCCM)
- Integrated 5 GIT repositories with Azure DevOps Server to implement Continuous Integration Process

EDUCATION

xxx College, city, state, 2019

Advanced Diploma in Computer Systems Technology, Software Development and Network Engineering



Retail Management Resume

Anonymous

City, state 99999 • (999) 999-9999 • zmailaddress.com

SUMMARY

Seasoned store manager with over 10 years of experience, bringing strong sales, service and team leadership abilities. Focused on maximizing team productivity and daily success by organizing schedules and setting up effective workflow. Seeking out opportunities to improve operations and increase efficiency.

SKILLS

- Operational Management
- Process Improvement
- Merchandising
- Employee Training & Mentorship
- Recruitment & Retention
- Loss Prevention
- Inventory Control
- Problem Resolution
- Team Leadership
- Budget Management

EXPERIENCE

Retail Supervisor

Employer – city, state 04/2019 - Current

- Liaise with 15 staff members and doctors to coordinate schedule of patient exams, confirm insurance eligibility and revamp staff scheduling to match traffic flow.
- Train staff on best practices to manage appointment book, improvements to process reduced no shows by 17%.
- Review policies and procedures to improve and strengthen process, reduced patient cancellations by 15% to date.
- Enforce COVID guidelines to ensure safety of patients and staff, greeting up to 45 scheduled patients and 50+ walk-ins per day.

Retail Store Sales Manager

Employer – city, state 04/2017 - 04/2019

- Analyzed store financial data and used it to make recommendations to home office to validate customized productivity model, home office approved revisions.
- Forecasted staffing needs using labor scheduling modules, recruited 1 doctor, 2 Optical Assistants and 2 Opticians.
- Administered on-the-job training, 4 employees hired and trained during tenure in this position.
- Performed administrative roles of payroll, inventory management and weekly safety audits.

Retail Store Manager

Employer – city, state 11/2014 - 04/2017

- Implemented store merchandising, customer service, planograms and loss prevention strategies, resulting in 9% sales increase in first year and 13% in second year.
- Resolved customer escalations and inquiries, averaged 400 customers in foot traffic per day and awarded top store by achieving 88% satisfactory customer rating in 2015.

- Reviewed and analyzed key performance indicators, financial reports, operating statements, budgets, and expenses to assess benchmarks and generate improvement plans.
- Assigned direct daily task list to 25 associates, provided initial and progressive training while implementing quarterly and annual performance reviews, 50 people promoted during mentorship.
- Maintained appropriate inventory levels through the CFR Process, validated billing paperwork, and timely ordered regular/promotional merchandise, reached highest in-stock percentage out of 19 store district and #1 customer satisfaction rating in first year.
- Executed & documented merchandise returns & inter-store transfers, cash/check pulls, deposits, returned checks, ensured product price accuracy via POG Price Accuracy Report & initiated weekly in-store price audits.

Assistant Manager

Employer – city, state 09/2004 - 11/2014

- Executed sales and revenue generating strategies using marketing techniques including store organization, layout, planning in-store promotions, merchandising, and building displays, earning \$120 Mil in sales each year.
- Created "Talk to Ten" program to get survey feedback from customers and employees to enhance store conditions, reached customer satisfaction rating of 95%.
- Revamped inventory stocking operations including identifying and correcting poor inventory practices and low in-stock levels, increased daily in stock rate from 87% to 97%.
- Guided and taught associates how to perform assigned tasks and explained how to comply with policies and procedures, directed as many as 170 associates during the holiday seasons.
- Instituted "Training Tuesdays" to pool expertise with other assistant managers and share knowledge with associates, managers rotated and educated on new topics every week.
- Supplied clear and constructive feedback on performance, recognized associates for positive contributions, and looked for developmental opportunities, conducted in-the-moment meetings and quarterly scheduled reviews.
- Ensured complete training and development of team members, managed staffing, interviewing and hiring needs, maintained staff numbers of 260, reaching 400 during holiday seasons.
- Recognized for outstanding performance, exceeding expectations, and team leadership, awarded Assistant Manager of the Month at least once per year and Assistant Manager of the Year 2 years in a row.

EDUCATION

Bachelor of Science: Business Management

State University xxx- city, state

AWARDS

2016 Paragon Award for Area 1, Region 30, District 7 (employer)

- Highest employee recognition given by the company, received for embodiment of core values of the company and delivering direct care to patients and customers.

2015 Top Total Store Award (employer)

- In recognition for receiving total store customer satisfaction score of 88%.

2015 Best MCE In-Stock Award (employer)

- Commended for keeping inventory 95% in stock.



Sales Manager Resume

Anonymous

Email Address | Phone Number
City, State Zip code

SUMMARY

Results-driven sales leader bringing demonstrated record of progressive growth and accomplishment. Proactive manager and strategic problem-solver with record of achieving challenging profit goals while acquiring new customers and expanding operations. Tenacious in pursuing new revenue streams and sales opportunities.

SKILLS

- Business Development
- Innovative Revenue Generation
- Client Relationship Management
- SaaS Platform
- Sales Training and Management
- Software Sales
- Cloud Computing
- Volume Licensing
- Disaster Recovery & Backup Software
- Building Brand Awareness

EXPERIENCE

General Contractor

Company Name | City, State | January 2018 - Current
Purchaser and renovator of property for resale

- Analyze environments to identify revenue multiplying opportunities; transformed unused space in lower level of restaurant into a commercial rental office, generated an additional profit of \$1200/month.
- Contribute expertise and skill to alleviate expense on renovation effort; able to save \$75K in cost transforming unused space in top level of building into a high-end loft.
- Purchased and Renovated 27 homes to date for resale; this includes 5 commercial lease units, studios, multifamily and single-family homes.
- Spearhead hiring of all contractors, material purchasing and ensuring that deadlines are reached.

Channel Manager

Company Name | City, State | April 2015 - December 2017
Leading designer and manufacturer of ergonomic products that improve the health and comfort of work life

- Increased Brokered XXXX partner level to Gold partnership level through reaching 128% of revenue targets in 7 of 8 Fiscal Quarters; \$10.5m in total revenue and 68% YOY growth.
- Identified and grew emerging XXXX verticals for Humancore within Federal and Enterprise accounts, accomplishing growth of \$1.5m revenue.

- Provided training for hundreds of Account Managers in large scale presentations, one on one and in class settings; taught selling principles and brand awareness; led the XXXX Academy & Residency internal training program.
- Served as company representative at expos and conferences to engage and promote the brand to thousands of potential clients; establishing 25 new clients per month, generating over \$150K in revenue.

Account Executive

Company Name | City, State | November 2014 - April 2015
Provider of custom software products and government financial management services

- Exceeded performance metrics in each month of employment; 30+ appointments with 10+ qualified per month.
- Developed business in large enterprise account: Healthcare, Aviation Services, Insurance, Advertising and PR conglomerate; providing \$1.9 Million in revenue.

Account Manager

Company Name | City, State | April 2012 - October 2014
Leading provider of technology solutions and services, focused exclusively on serving the healthcare marketplace

- Managed 60 accounts building new business and relationships with all departments promoting portfolio of hardware, software, and services; \$3.7 Mil TTM period revenue.
- Maintained close relationships with key XXXX partners to collaborate on account penetration leading to favorable certification with key partner: Sales Professional, Volume Licensing, Data on Tap Bootcamp and Certified Sales Partner.
- Exceeded revenue, profit, and metric goals each year as Account Manager; 2013 finished at 157% of sales goal, 12% Gross Profit; Q1 2014, tracked at \$350,000 in Average Monthly Revenue at 16% Average Gross Profit.
- In 2013, created IT solution that streamlined the purchasing process, allowing more direct web portal purchasing ability, resulting in revenue increases over 50%, contributing to 2013 fiscal year ending revenue of \$3.7MIL.

EDUCATION AND TRAINING

Bachelor of Science

Business Management
Anonymous University
Graduated Cum Laude, Dean's List I, III, IV

AWARDS AND HONORS

President's Club Award - xxx 2016 (top 5% of sales force)
Small Business Plan Award Finalist - xxx Conference
xxx Academy Spotlight Award - \$60K in first month of sales
Appointed to largest xxx account in territory by Senior Management



Senior Research Resume

ANONYMOUS ENTITY

city, State zip code | C: xxx-xxx-xxxx | email address

Summary

Resourceful Senior Research professional offering over 10 years of experience managing diverse research projects in internal medicine, from funding and development, to data collection and reporting. Ability to train, mentor and manage teams of junior research assistants in study activities

Skills

- Statistical Process Control
- Quality Control Enhancement
- Strategy Implementation
- Speciality Knowledge: Primary Care, Diabetes, Cancer, Gastroenterology, Disease
- Data Collection / Analysis & SQL
- Project Management
- Budget Management and Cost Reduction
- Microsoft Office: MS Word, Excel, Power Point, Access

Experience

Quality Improvement Project Manager, Department of Medicine Jan 2013 to Current
Employer - City, State

- Coordinate with Care Management team to identify complex and/or at-risk patients and update patient profile reports with relevant clinical and non-clinical information for subsequent outreach, 132 cases identified since June 2019 among 38966 patients
- Research and collaborate with cross functional specialists to develop demographic combinations for preliminary study analysis, conducted at least 12 per year to date
- Manage multi-disciplinary team leading process review for reconciliation of laboratory specimens and charting new workflow to prevent failures in transporting critical specimens, improvements implemented now ensure 99% success to date
- Partner with Primary care and speciality departments to implement special projects; colorectal cancer screening project resulting in 80% screening rate increase
- Create individualized provider reports to provide actionable data for outreach & follow-up for 40K patients and report on key Population Health measures (including colorectal cancer, breast cancer and cervical cancer) for the Primary Care division

Quality Improvement Consultant, Project Manager Jul 2010 to Jan 2013
Employer - City, State

- Co-partnered with primary care physicians to increase iron deficiency anemia screening rates by conducting Process Mapping and utilizing Rapid Cycle Testing to introduce improvements, rates increased from 75% to 95% over 1 year
- Participated in 20 Process Observations during improvement roll outs: identified key metrics, gathered data, ran analysis on an on-going basis charting process performance using Statistical Process Control tools and reported on progress to measure owners, handled 200+ similar observations to date
- Authored & communicated clinical outcome measures to executive sponsors and key stakeholders for 10 divisions in the DoM regarding updates, describing key obstacles/barriers experienced & goals achieved
- Created +/- 40 project charters in collaboration with multi-disciplinary teams to implement pilots and tests of change; collected and analyzed baseline data, measured improvements and produced detailed measurement plans

Student Consultant of Operations

Jan 2010 to May 2010

Employer - City, State

- Interviewed 15 stakeholders and compiled data from electronic medical records, patient satisfaction surveys and operational reports, then mined data to determine operating inefficiencies and probable solutions using Institute for Healthcare Improvement (IHI) guidelines
- Formulated adjustment strategy to optimize operation efficiency: suggested revised scheduling, hiring a technician, innovative solutions to eliminate duplicate referrals, application of queuing theory and overall grew appointment availability by 25%
- Wrote report and recommended smoothing of clinician supply, maximizing efficiencies, staffing to demand and increasing involvement of primary care providers

Project Coordinator

Jan 2008 to Aug 2009

Employer - City, State

- Formed a risk assessment model for the area and screened 300/month for hypertension and diabetes
- Managed budget of 10K/month and built relationships with community leaders, keeping hospital rated within top 5% of hospitals in the area and increasing revenue from insurance payments and referrals, 25-30% in the first year
- Pioneered strategic plan, mission statement & curriculum to train 23 volunteer health workers to deliver preventive health educational programs to locals deemed at-risk
- Educated 1,000 patients in hygiene and disease prevention strategies within first 6 months of operations

Deputy Clinical Administrator/Medical Officer

Mar 2008 to Aug 2009

Employer - City, State

- Established guidelines for common disease protocol to safeguard fair treatment of patient and safety of staff, creating method of elevation for deviations in approach as needed
- Educated community using visual multimedia to illustrate best practices for treatment of hypertension, diabetes, medication compliance and nutrition, offered once every other month to 50-100 attendants
- Examined patient care, inventory, management procedures and staffing to build operation improvement plans, resulting in 60% cost reduction and 15% increase in patient visitation
- Provided wound care, lifestyle & disease counseling to 5-50 patients per day

Medical Officer

Aug 2007 to Feb 2008

Employer - City, State

- Led in-service training on patient communication, safety protocols and clinical effectiveness for clinical staff of 50 doctors and 30-40 nurses
- Managed the Emergency Unit on weekends and on-call basis including intensive care and in- and out-patient care, saw 20-50 patients per day
- Established and instituted patient management plans and monitored patient drug regimens for 3000 patients

Education

Project Management Course
College xxx - City, State

Master of Public Health (M.P.H.), Health Policy and Management

College xxx - City, State

HBS Project: Focused factory model for diabetes primary care in low-resource countries
Practicum: xxx

M.D., Bachelor of Medicine, Bachelor of Surgery
University xxx

