

## NEEDA JOB

Somewhere, MD 21777  
410-888-2222 [njob@carrollcc.edu](mailto:njob@carrollcc.edu)

### SUMMARY OF QUALIFICATIONS

- Kept extensive detailed records on multiple market research project simultaneously
- Coordinated and taught training program for three separate offices
- Utilized response to generate \$1.5 million ad campaign resulting in \$5.5 million in new business

### ORGANIZATIONAL SKILLS

- Restructured department to improve work flow and communication amongst staff
- As member of team, created market research projects, restructured duties to accommodate each project
- Implemented bookkeeping system for payroll and expense reports
- Converted and updated Payee Code System consisting of 11,000 codes
- Coordinated installation of new software with home office

### MANAGEMENT SKILLS

- Hired and supervised staff of nineteen, setting goals to advance production; monitored through periodic evaluations
- Developed and taught training classes for new employees, improving knowledge of policies and new software
- Developed objectives and plan for employees to meet corporate goals

### TECHNICAL SKILLS

Software packages include:

- Excel
- Publisher
- Outlook
- Google Docs
- QuickBooks

### EMPLOYMENT

- *Manager, Escrow Division*, Federal Savings and Loan Assoc.      Frederick, MD      dates
- *Market Researcher*, Odd Jobber, Inc.      Mount Airy, MD      dates
- *Clerk*, Gotcha Insurance Co      Baltimore, MD      dates
- *Activity Assistant*, Happy Acres      Mount Airy, MD      dates

### SERVICE LEARNING

ARC of Carroll County, Westminster, MD      Fall 2018

- Prepared and presented lesson on employability skills for clients of ARC
- Created and implemented activities to reinforce learning concepts

### EDUCATION

*Major: Business Administration*, Carroll Community College      Westminster, MD      current