**MANAGER RESUME**

James Applicant

123 Main Street

Anytown, TX 12345

(555) 555-5555

james.applicant@email.com

**Qualifications**

* Substantial experience and outstanding skills in customer service with seventeen years of experience, including five in management.
* Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients.
* Excellent interpersonal skills; superb analytical and problem-solving skills leveraged to proactively improve customer service processes and garner stellar customer approval scores.

**Experience**

**BUSINESS CENTER CONCEPTS, INC., Houston, Texas, INSTALLATION MANAGER (20XX – present)**

* Oversee the installation of “The Office,” a business center offered by AlphaNet Hospitality Systems, Inc. at hotels across the country. Installation includes assembling a desk, connecting credit card readers to each component, and connecting each unit to the master. Selected Achievement:
* Provided training to hotel staff and management in use of each component (including Word, Excel, and PowerPoint), and ensured all installation contracts were signed.

**ADVANCED TECHNOLOGY COMPONENTS, INC., Houston, Texas, SALES MANAGER (20XX – 20XX)**

* Managed dozens of public- and private-sector customers, supplying clients with electronic components for military, defense, and aerospace projects.
* Coordinated the administration of product orders, understood customer needs and guaranteed delivery of company's commitment.

**Education & Certifications**

* UNIVERSITY OF NEW MEXICO, Albuquerque, New Mexico

Bachelor of Arts in Business Administration

* General Communications Electronic Technician Certificate (GCT1)