**MANAGER RESUME**

Ivy Headington

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**Profile**

Dedicated and seasoned manager with 15 years of experience leading cutting-edge workforces while introducing progressive procedures that promote safety and reduce lost time.

**Key Skills**

* Data Entry
* Project Manager

**Professional Experience**

**Crane & Jenkins, Office Supervisor, Jul 'XX - Current**

* Supervised the quality assurance program, leading to 20% decrease in rework saving the company $200,000 in lost man-hours
* Introduced streamlined customer service procedures, leading to a 25% drop in man-hours to production ratio
* Scheduled training between company departments that insured the entire corporate team remained aligned with the corporate mission

**River Tech, Job Site Foreman, Aug 'XX - Jul 'XX**

* Managed the training folders for all 78 employees, ensuring that their certifications matched the job description and that all were up to date
* Conducted inspections and scheduled planned maintenance on company equipment, ensuring that each machine operated up to expected standards
* Arranged one-on-one counseling sessions with all company personnel, reducing the staff turnover rate 19%

**TradeLot, Store Manager, Jan 'XX - Aug 'XX**

* Implemented marketing and sales strategy, improving sales production 25%
* Conducted customer service training with all team members, which increased the walk-in capacity by 30%, leading to higher sales
* Trained all personnel on the importance of Lean Management and preventing waste among staff, saving the company 15% on operating cost

**Education**

Green Valley State

Aug 'XX-Jul 'XX

Business Administration/Communication