



## **Alumni Example Resumes**

B.A. Communication

B.S. Marketing

MBA – Operations

MBA - Consulting

**First & Last Name**

Address/Email/Phone Number

---

## QUALIFICATIONS

- Motivated and goal-oriented team player with direct knowledge of customer service, schedule management, office operations, sales, event planning and marketing principles
  - A self-starter with strong leadership and multi-tasking skills
  - Thrives in high-pressure environments that are detail oriented and results driven
  - Exceptional editing, written and oral communications and organization skills
  - Provide innovative approaches to problem solving, strategic vision and tactical implementation
- 

## PROFESSIONAL EXPERIENCE

### **EPICUREAN CATERING – PALAZZO VERDI AND MANGIA BEVI CAFÉ, GREENWOOD VILLAGE, CO**

**General Manager/Director of Food and Beverage**

**April 20xx – August 20xx**

- Developed relationships with corporations, non-profits and social clients for new event center and restaurant by prospecting leads and surrounding establishments
- Closed \$200K of business within first 90 days
- Prepared client proposals, conducted presentations and daily site tours and executed RFP's and sales contracts
- Implemented internal team plan to update and maintain company-wide shared files, and standard operating procedures
- Coordinated event details with clients and executed events, while managing daily operations
- Served as liaison to building owner and partner - John Madden Company - and ensured timely distribution of reports
- Led and collaborated with team of up to 30 employees based on size and nature of special events

### **CONTINUUM PARTNERS, LLC – BELMAR CENTER, LAKEWOOD, CO**

**Sales Executive**

**June 20xx – April 20xx**

**Director of Business Operations**

**June 20xx – June 20xx**

- As lead sales executive, consistently exceeded quarterly sales goals by 20% through proactive engagement and persistent follow-up
- Annual increase of 60% in client base by targeting 25 client calls and 5 client visits per week
- Reviewed and responded to client post-event evaluations; consistently received excellent customer service ratings
- Maintained \$2.5M annual budget while leading team of 15 employees
- Created and managed all advertising and promotions in accordance with development of marketing plan
- Tracked and forecasted all sales and commissionable revenues including operational costs
- Shared responsibility for all aspects of opening new event facility in 2005, including strategic sales and marketing plan, event coordination and management, and facility maintenance and daily operations
- Prepared operational budget and new coding system for event and operational expenses and revenue

### **EXEMPLA SAINT JOSEPH HOSPITAL – DENVER, CO**

**Corporate Communications Specialist**

**August 20xx – June 20xx**

- Partnered with CEO, senior leadership team, physicians, and nurses, through direct one-on-one meetings
- Managed and coordinated numerous special events including, employee and physician related forums, and community events
- Developed, wrote and managed a variety of projects, including brochures, folders, posters and other collateral materials for many customers in accordance with Exempla's strategic plan
- Supervised 10 external personnel support and volunteers
- Directed activities and collaborated with several cross departmental teams in the grand opening of Exempla's third medical center in Lafayette, CO, joining two of the most respected hospitals in the state

## First & Last Name

PAGE TWO

---

---

### BONFILS BLOOD CENTER – DENVER, CO

Event Planner

Community Outreach Liaison

Community Outreach Assistant

August 20xx – August 20xx

January 20xx – August 20xx

August 20xx – January 20xx

- As a team member, managed and executed company-wide and high profile community special events; including Denver Broncos *Drive For Life*, a blood drive with over 1,500 attendees, and *Community Lifelines*, a blood recipient/donor reunion generating local media exposure
- Coordinated schedules and assignments for team of six employees
- Assisted with state-wide high school marketing program, significantly increasing young adult blood donations
- Wrote and edited copy for marketing materials, including community newsletters and special event collateral
- Collectively developed, designed and maintained company's public website and employee intranet
- Organized and facilitated multiple educational presentations and public tours monthly for various audiences

### EDUCATION

University of Colorado at Boulder, 19xx

Bachelor of Arts in Communication

### COMPUTER SKILLS

MS Word, Outlook, Excel, Power Point, Event Management Software (EMS), Delphi Revenue Management Software, Point of Sale Software (POS) and Synergy Catering Software

### COMMUNITY INVOLVEMENT

- |  |                       |
|--|-----------------------|
| • Autism Society of Colorado Volunteer                             | Present               |
| • World's First Vehicular Greenhouse Gas Pilot Program Participant | April – December 20xx |
| • Co-Chair for Junior League of Denver Kids Connect Program        | August 20xx – 20xx    |
| • 20xx U.S. Women's Open Golf Tournament Volunteer                 | March 20xx            |
| • Health Edco Consultant: Blood Cells Learning Model               | April 20xx            |
| • Bonfils Blood Center Employee of the Month                       | March 20xx            |
| • Habitat for Humanity Volunteer                                   | June 20xx – 20xx      |

# First & Last Name, MBA

*email | Denver, CO | phone number*

Versatile, accomplished **Operations Manager | Business Consultant** with MBA and diverse experiences seeking opportunity to leverage skills in **project management, contract management, business development and sales**.

- **Broad skills in all facets of operations**, including project management, finance and accounting, sales and marketing, human resources, purchasing and inventory control.
- **Strengths in small business consulting**, preparing closely held business operations for sale and supporting new ownership in transitions, leveraging strengths in change management, continuity, and leadership.
- **Engaging, credible, persuasive communicator** with excellent consultative sales skills, policy and procedure writing, business proposal writing, technical documentation and training abilities.
- **Recognized** by executives, clients, and vendors as a positive, productive peak performer who hits the ground running in new environments and achieves key business goals.

## Experience

**Operations | General Manager**, COLORADO MOULDING COMPANY, Englewood, CO 20xx – 20xx

Hired by company President to manage a challenging phase of a 35-year-old regional wholesale distributor of picture frame products. Independently assumed accountability for all facets of operations without training, necessitated by terminal illness of company owner.

- Accountable for P&L performance for a company with \$1.3 million in annual sales revenues. Oversaw functional areas of finance and accounting, sales, marketing, customer service and HR.
- Mentored, motivated, recognized and retained a core staff of 12 employees, maintaining morale and company culture to ensure productivity and business continuity.
- Updated all internal and customer policies; notified customers via web site and direct mail, supervised customer service representatives, warehouse and delivery personnel.
- Managed relationships with suppliers and international import brokers. Analyzed inventory requirements and streamlined inventory investment by 18% within six months in a difficult credit market.
- Reduced accounts payable by 70% through improved planning and purchasing processes.
- Oversaw payroll processing by a third-party vendor.
- Reduced accounts receivable by 50%.
- Enhanced marketing efforts via newsletters and web site. Managed client and vendor relations regarding owner's health and ownership transition. Wrote and distributed a press release announcing new ownership.
- Stabilized company financials in preparation for sale of the business.
- Instrumental in sale of the company. Presented company overviews to 20 prospective buyers, 50+ meetings, including site visits after hours, conference calls, and off-site meetings. Generated custom reports for potential buyers. Shared insights into practical operational considerations as well as future potential.
- Supported new owners during a 90-day transition phase to the new owner. Announced sale to staff and eased concerns about continuity.

**Project Manager | Sales** - DASH GROUP INC., Santa Barbara, CA

20xx – 20xx

- Coordinated resources for project implementation, customization and service.
- Initiated sales contacts with corporate fleets and smaller carriers in the western U.S.

**Public Involvement Manager** - WILSON & COMPANY, INC. - Denver, CO

20xx – 20xx

- Managed project for stakeholder involvement component of National Environmental Policy Act (NEPA) transportation projects. Designed and implemented Public Involvement Plans.
- Wrote, edited, and supervised production of educational and informational materials, including newsletters, website, press releases, and displays for public open houses.
- Coordinated with local, state and federal agencies. Facilitated internal and external planning meetings.

# First & Last Name, MBA

*email | Denver, CO | phone number*

## Experience

Continued

**Field Education Representative** – PERA, Denver, CO 20xx – 20xx

- Presented education seminars for Public Employees’ Retirement Association (PERA) members.
- Traveled state-wide addressing groups as large as 200.

**Consultant** - PRINCIPAL FINANCIAL GROUP, Denver, CO 19xx – 20xx

- Designed financial strategies for businesses and individuals including executive bonus plans, estate plans, retirement and college financing.
- Maintained client relationships; presented workshops to businesses and community groups.
- Earned early achievement award and commendation certificate.

ECOLOGY & ENVIRONMENT, Denver, CO 19xx – 19xx

**Project Manager / Marketing Representative** (19xx-19xx)

- Cultivated potential clients in federal, state and private industry in a five-state area.
- Supervised preparation of a Community Relations Plan for high profile environmental justice site.
- Coordinated environmental field sampling project for 30-person team on fast track RI/FS.
- Designed and presented management training seminar for 20 technical team managers.
- Earned Certificate of Achievement from U.S. DOE for work in Idaho National Energy Lab EIS.

**Assistant Manager, Technical Assistance Team**, Overland Park, KS & Denver, CO (19xx-19xx)

- Managed a \$4 million annual budget for a Superfund U.S. EPA emergency response contract.
- Hired, trained, and managed a peak-producing technical team of 20 in field projects.
- Created and presented a community relations training program for 300 new employees.
- Earned letters of commendation for proposal work and project contributions.

## Community Involvement

VERY SPECIAL ARTS COLORADO/ ACCESS GALLERY – Non-profit arts organization 20xx – Present  
**President, Board of Directors** (2002-2004)| **Marketing Strategy Committee** (2000-Present)

CHERRY CREEK ARTS FESTIVAL – Three-day event, 177 venues, 100+ Committee Members 19xx – 20xx  
**Production Chairperson**

## Education

UNIVERSITY OF COLORADO 20XX  
**Executive MBA Program** | Study Abroad in China  
 Recipient of the Leadership Scholarship and  
 the Susan Bunker Scholarship

UNIVERSITY OF MISSOURI-KANSAS CITY 19XX  
**Master of Arts, Adult & Continuing Education**

KANSAS STATE UNIVERSITY 19XX  
**Bachelor of Science, History & Political Science**

## First & Last Name, MBA

Address

Phone Number - Email

### SENIOR CONSULTANT: Business Strategy & Operations • Business Analysis

Business strategy, operations and analysis expert with extensive experience and a proven ability to drive superior business performance with innovative process improvements, tools and programs. Identifies opportunities and creates new models that generate revenue, better utilize resources, cut costs and improve client satisfaction. Uses collaborative leadership style to build consensus for organizational change. Leads cross-functional teams. Skillfully manages client relationships. Areas of expertise:

Leadership • Strategy • Data Analysis • Consulting • Business Modeling • Client Relations  
Coaching & Mentoring • Project Management • Training • Staff Motivation • Process Improvement  
Program Development • Technology • Cost Control • Business Analysis • Turnarounds • CRM Systems  
Reengineering • Lean Manufacturing • Offshore Resources • Process Documentation • Engineering

---

### PROFESSIONAL EXPERIENCE

#### DIONIDE CORPORATION, Denver, Colorado • 20xx-Present

B2B software solution company supplying applications to healthcare companies.

**Support Manager (20xx-Present):** Lead customer support initiatives, directing cross-functional teams to resolve issues and ensure client satisfaction. Create and implement tools and processes to remedy defects and efficiently handle customer support issues. Ensure that problems are quickly and efficiently resolved. Work directly with clients to address high-profile incidents. Promote excellent customer service within the company, building consensus for client focus and creating programs, strategies and operational models to funnel resources to customer service-related initiatives.

#### Key Accomplishments in Generating Revenue and Cutting Costs:

- Transformed support program from cost center to profit center with a new operations model that shifted focus from designated support resources to flexible resources.
- Designed support package product that generates \$5M annually for services that were previously provided gratis.
- Generated an additional \$50K over 3 years by identifying consulting opportunities during support incident verification process.
- Saved \$100K annually and secured needed resources by developing and implementing a university partner program to provide assistance on labor-intensive projects.
- Oversaw documentation of processes to cut new hire training time from 6 months to 15 days.

#### Key Accomplishments in Customer Support and Process Improvement:

- Slashed defect escalation rate 20% by creating custom tools which facilitated rapid defect verification and remediation.
- Led project to integrate multiple databases to provide real-time customer information which eliminated 15 days per year in labor costs associated with obtaining information.
- Created innovative support incident rating system that is projected to identify 15% more critical customer support incidents sooner.

---

**Support Engineer (20xx-20xx):** Provided technical support to ensure customer satisfaction, working directly with clients to resolve issues with applications. Managed key client accounts, forging trust-based relationships to retain and expand business. Rescue at-risk accounts by providing responsive, proactive support. Spearheaded CRM implementation, championing adoption both internally and externally.

**Key Accomplishments:**

- Transformed relationship with at-risk customer, building a productive partnership that led to increased business and client designation as a top 30 revenue-generating account.
- Drove internal and external consensus for new CRM program that now plays a key role in contract negotiations with clients and drives strategic initiatives internally.
- Resolved the highest number of support incidents ever within a year and won Outstanding Employee Award for exceptional performance.

**Voltas Ltd, India • 19xx-20xx**

Appliance manufacturer with approximately 4K employees.

**Engineer / Analyst:** Played key role in business process reengineering efforts and Lean Manufacturing initiatives, reporting with team to the CEO. Advised General Manager of Production group on manufacturing issues, analyzing processes and making recommendations to improve performance.

**Key Accomplishments:**

- Saved \$50K per year by reengineering business processes according to Lean Manufacturing principles.
- Built credibility with shop floor engineers by working closely with them and demonstrating process improvement expertise.

**EDUCATION & PROFESSIONAL TRAINING**

**Master of Business Administration**

University of Colorado at Boulder, Boulder, Colorado

**Master of Science in Mechanical Engineering**

University of Colorado at Boulder, Boulder, Colorado

**Bachelor of Engineering in Mechanical Engineering**

Government College of Engineering, Delhi, India

**LANGUAGES**

Fluent in English, Spanish and Bengali

**TECHNOLOGY SKILLS**

Excel • Megastats • C++

**First & Last Name**

Address

Email

Phone Number

Results-driven sales professional with 12+ years experience. Possesses strong interpersonal skills in managing and collaborating with cross-functional teams to interact with technical, non-technical and executive levels. Strategic thinker with expertise in sales, marketing implementation, and project/account management. Has developed exceptional analytical and problem-solving skills to secure new business and exceed client expectations. Thrives in a dynamic, customer-focused environment which utilizes skills to build loyal and profitable relationships. Possess a Bachelor of Science (B.S.) in Marketing.

**PROFESSIONAL EXPERIENCE**

**LOWEN CORPORATION**

Chicago, IL (20xx-20xx)

***Account Manager/Sales Representative***

- Managed team of eight customer service and technology staff to create customized online data capture program and implement calling campaigns to re-identify 2000 vehicles for nationwide network of 200+ Feeding America member food banks.
- Achieved consistent recognition for top number of new customer acquisitions, quote submissions and highest conversion to closed orders by providing marketing support, conceptual design art and printed graphics to the areas of consumer packaged goods, oil and gas, education, retail and other industries.
- Increased sales revenues each month in undeveloped territory of Illinois, Indiana and Wisconsin by uncovering and qualifying opportunities, cold calling, marketing, developing proposals and exhibits at trade shows.
- Researched and provided revenue-generating leads and national business opportunities to sales colleagues and 3 million corporate partners inside and outside of assigned region and territory

**PHH HOME LOANS**

Chicago, IL (20xx-20xx)

***Vice President - Residential Lending***

- Developed partnerships with realtors to grow their businesses and increased mortgage market share from 5% to 25% within Chicago market of Coldwell Banker. With fine-tuned analytical and problem solving skills, end clients were provided with loan programs catered to their unique financial desires and time-line goals.
- Cultivated and developed relationships with professional referral sources, such as: insurance agents, financial planners, apartment leasing agents, and attorneys, to provide mortgage loans to direct clients nationwide.
- Served as on-air spokesperson to educate consumers and market the company via AM1430's weekly real estate and mortgage radio show.

**CHICAGO BANCORP**

Chicago, IL (20xx-20xx)

***Senior Mortgage Banker***

- Achieved proficiency in Fannie Mae's Desktop Underwriter (DU) and Freddie Mac's Loan Prospector (LP) to provide 100% accuracy on pre-approval decisions to guarantee ultimate loan approvals that met closing deadlines.
- Analyzed credit reports for all three bureaus, provided repair strategies as needed and offered financial planning to provide home buyers with budget-specific loan products.
- Passed Illinois Loan Originator examination on 1st sitting after enactment of law requiring individualized licensing in 2004. Compiled prep materials through internet research and tutored coworkers resulting in increased pass rates within organization.
- Appeared as mortgage consultant expert on HGTV's "House Hunters" program.



**First & Last Name – Page 2**

**ARISTON**

Chicago, IL (19xx-20xx)

***Account Manager/Sales Representative***

- Negotiated \$4 million annual sole supplier agreement with *The Miller Brewing Company* and managed cross-functional team to provide 25% of company's sales out 20 sales reps in the organization.
- Earned "Best Save of 19xx" award for turnaround of *The Miller Brewing Company* account from 20% and declining market share to 100%.
- Worked directly with internal accounting department and *Miller* accountants to restructure invoices into payable format. Resulted in decreased aged receivables by \$500,000 over three month period and future timely payments.
- Achieved 159% of quota over a three-year time period while growing business and managing sole supplier agreements with *Kraft Foods*, *McDonalds* (U.S. and International Distribution) and other Fortune 1000 companies.

**GBF GRAPHICS (Formerly General Business Forms)**

Skokie, IL (19xx-19xx)

***Production Coordinator***

- Managed relationships with sales reps, print brokers, and corporations by successfully implementing on-time direct mail campaigns for corporations such as *United Airlines*, *Disney Cruise Lines*, and *Progressive Insurance*.
- Identified most cost effective and efficient suppliers for paper, ink, cartons, postage, and all other project materials.
- Ensured quality control and on-time campaigns by utilizing strong teamwork and negotiating skills with prepress, pressroom, programming, imaging, folding, and mail shop personnel.

**REYNOLDS & REYNOLDS**

Chicago, IL (19xx-19xx)

***Senior Account Correspondent***

- Participated on national account team to sell \$10 million annually to *First Chicago NBD*, *First Card*, and *American National Bank*.
- Worked on-site to provide all printed/non-printed material that the banks utilized including business forms, marketing collateral, ATM rolls and monthly statement paper.
- Created reports and presentations to communicate inventories, pricing structures and design variations.

***Customer Service Representative/Inside Sales Representative***

- Supported outside sales efforts through up-selling and by providing quality control resolutions.
- Ensured on-time deliveries, tracked payables and receivables, and provided price quotes and marketing presentations.
- Designed custom business forms, labels, envelopes and direct mail pieces for all industries.

**EDUCATION**

**UNIVERSITY OF COLORADO,** Boulder, CO (19xx)

Bachelor of Science- Business Administration, Marketing

**SPECIALIZED SALES TRAINING**

3M Customer Focused Selling Skills/Targeted Time Management

Dale Carnegie Public Speaking and Personal Effectiveness

Tony Robbins Power to Influence Sales Course

MBA Day Camp (Strategy, Marketing, Finance and Accounting training of career applicable skills by Kellogg, Chicago

GSB and Michigan alumni)