

MARY JONES
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An experienced customer service representative skilled in operating a large corporate financial business office. A team leader in quality management with high levels of efficiency who achieves maximum revenues on collection accounts.

A computer-oriented professional with fiscal accountability, financial analysis, crisis management, marketing, communications, training and presentation skills.

EXPERIENCE

City Medical Center, Los Angeles, California

2002-2007

Manager, Financial Customer Service (2005-2007)

Managed a business unit that processed 200 telephone calls and 500 incoming e-mails per day. Interfaced with administration, attorneys, insurance carriers, collection agencies, affiliated providers and medical staff. Supervised 12 staff.

- Analyzed and resolved more than 100 problem accounts weekly, encompassing billing, reimbursement and legal affairs.
- Designed and implemented a program that upgraded phone equipment and improved customer response time by 95%.
- Improved quality customer service through a department restructure that saved \$100,000 in labor costs.
- Replaced inadequate call-sequencer equipment with a system that provided a first-ring response and reported operator productivity.
- Established measurable standards that monitored customer satisfaction and created benchmarks for quality improvement.
- Inaugurated an award recognition program that improved employee morale through participative management.
- Provided training for more than 100 staff members, increasing skill levels and enhancing career development.
- Led a quality action team in continuous quality improvement and total quality management with a subsequent enhancement of workflow and administrative efficiency.
- Improved and increased access to walk-in customer service through expanded hours with job-sharing and split shifts.

Project Coordinator, Human Resources Pool (2003-2005)

- Developed and implemented a billing process for cardiac screen and transplant aftercare, resulting in more than \$1 million in new revenues.
- Captured more than \$2 million in lost revenue for cardiology through a systematic and disciplined approach to the billing process.
- Surveyed area medical centers for services and fee comparisons to ensure a competitive position.

Management Assistant, Human Resources Pool (2002-2003)

- Provided temporary management support for special projects in community relations, medical affairs, volunteer services, the ambulatory care center and facilities administration.

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Printing Masters, Los Angeles, California

2000-2002

Public Relations Manager

Corporate spokesperson and media liaison. Prepared a monthly update for the board of directors and senior management on industry trends, competitor information, government and legislative matters.

- Spearheaded a nationwide sweepstakes promotion with national coverage for the opening of the 1,000th Printing Masters franchise.
- Developed a marketing mailing list of 1 million names from sweepstakes entries.
- Trained 200 new franchisees in marketing, public relations, employee relations and community affairs.
- Instrumental in the promotion of The March of Dimes Telethon with Printing Masters as a major sponsor.

Quality Printing, Los Angeles, California

1997-2000

Vice President of Marketing

Responsible for the creation and implementation of marketing plans and an \$800,000 budget.

- Trained 50 new franchisees in marketing, public relations and accounts receivable collections.
- Converted a newsletter into a four-color corporate magazine that was used as a national marketing tool.
- Instructed more than 500 franchisees in marketing techniques at conventions and company road shows.

Tran's Department Stores, Ohio Division, Toledo, Ohio

1992-1997

Advertising Director

Responsible for advertising and promotional campaigns.

- Created the promotion for the most successful new store opening in the company's history.
- Conceived and conducted a training program to develop inexperienced staff into top flight copywriters in 80 hours.

EDUCATION

Sierra University, Irvine, California

Master of Business Administration, Marketing and Communications

Capital University, Columbus, Ohio

Bachelor of Arts, Business and Sociology

University of California, Los Angeles, Los Angeles, California

Graduate School of Management, Executive Program Certificate

ACCREDITATION

California Teaching Credential, Community College Level