

# BEFORE RESUME EXAMPLE



## Jo Bobbin

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**Objective** A results-oriented proven professional with strong attention to detail looking to apply over 11 years of unsurpassed office management skills to the healthcare industry.

**Experience**

Really Good Company <i>Executive Assistant</i>	2008-Present	Anytown, CA
<ul style="list-style-type: none"><li>Responsible for providing full administrative support to the HR Executive &amp; team.</li><li>Prepare reports, compile data, create and/or revise presentations, and set meetings, manage calendars, arrange travel plans and itineraries.</li><li>Key Achievements:<ul style="list-style-type: none"><li>Identified unproductive procedures and implemented changes.</li><li>Designed SMBMI employee badge template and how to produces for new software.</li><li>Built an employee incentive Access database that is linked to Excel.</li><li>Work closely with various departments to revamp on-boarding procedures</li><li>Interpret HR policies and procedures.</li></ul></li></ul>		
Good Homecare <i>Customer Service Representative</i>	2005-2008	Anytown, CA
<ul style="list-style-type: none"><li>Generated driver training procedures to educate staff on equipment usage and care.</li><li>Implemented documentation of physician NPI numbers to patient files.</li><li>Developed beneficial relationships with IPA's and other healthcare providers to assist in the quality of service rendered to patients.</li><li>Organized delivery schedules to improve customer satisfaction and client return rate.</li><li>Cleaned and repaired medical equipment based on procedure manuals.</li></ul>		
Buttons & Kitchens, Inc. <i>Associate/Supervisor Assistant</i>	2002-2005	Anytown, CA
<ul style="list-style-type: none"><li>Achieved significant progress by efficiently utilizing multi-faceted machines to effectively meet customer deadlines.</li><li>Created detailed progress logs to better manage processes.</li><li>Interpreted blueprints and manifested measurement lists to meet criteria.</li><li>Supervised four employees and assisted management to increase quality control.</li><li>Operated panel saw, edge banding machine, table saw, router, miter saw, mechanical press and two pneumatic presses.</li></ul>		
Education Bayside High School	1999-2001	Anytown, CA
<ul style="list-style-type: none"><li>3.57 grade point average graduate.</li><li>Received high honors in the Golden State examination for the Chinese language.</li><li>Office practice and teacher assistance throughout the school years.</li><li>Demonstrated commitment and responsibility by being part of the marching band.</li></ul>		
Interests	Social and fitness activities which involve hiking and running.	

# JO BOBBIN

EXECUTIVE ASSISTANT

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555.867.5309



Anytown, CA



Linkedin.com/in/  
JoBobbin



## PROFESSIONAL PROFILE

I help busy executives get more time back in their day so they can focus on growing the business.

I'm excited to help a busy CEO with scheduling, event planning, customer care and purchasing — and to keep their team well-informed and happy.

## EXPERIENCE

**Executive Assistant**  
Really Good Company, Anytown, CA / 2008- Present

Really Good Company Sells & Rents Good Medical Supplies is a family owned business serving the Greater Anytown area since 1928 with providing patients with quality medical equipment so they can be where they are most comfortable, at home.

I was brought on to support the Human Resources team of eight so we can provide the very best customer service experience to our patients. Here are some of our successes:

- Implemented a new medical billing software that not only saved us money but also provided efficiencies in our inventory process and ordering.
- To find money to cover advertising costs, I was able to reduce our office supply spending by 40% through negotiating and alternative sourcing.
- Developed a digital filing system for certificates of liability which saved me and my team a lot of time when we needed to locate a certificate.
- Support our accounts receivable and accounting department with invoicing, billing and other financial records to keep the business records up to date.

**PATIENT CARE SPECIALIST**  
Good Homecare, Anytown, CA / 2005 - 2008

Good homecare provides patients with at home medical equipment so they can live independently and comfortably in their home. I worked closely with physicians, healthcare providers and caregivers to provide the best support their patients' needs. In addition to ensuring our processes and equipment was up to quality standards, I developed training for our install team on customer service, equipment use, and maintenance so we could provide a seamless patient experience.

**ASSISTANT SUPERVISOR/CRAFTSPERSON**  
Buttons & Kitchens, Anytown, CA / 2002 - 2005

Buttons & Kitchens is the world's leading source for buttons & compact kitchens and the manufacturer of standard and custom products ranging from 2-hole buttons to appliances and cabinets. Together with my team of four employees I was responsible for the production and quality control of custom products.

## SKILLS

Attention to Details  
Budgeting  
Customer Service  
Project Planning  
Accountability  
Improving Efficiency  
IT Applications  
Business Systems  
Teamwork  
Resource Management  
Fluent in Spanish

## EDUCATION

ASSOCIATE OF ARTS  
Bayside Community College  
2001 - 2003

GRADUATE  
Bayside High School  
1999-2001

# AFTER RESUME EXAMPLE

