**SAMPLE RESUME – PROFESSIONAL LEVEL - #1**

**PROFESSIONAL SUMMARY**

A professional medical leader with a track record of achievements including the ability to learn quickly, resilience to persevere in challenging situations and comfortable with working in new environments. Expertise in time management and clinical operations while remaining in compliance and exceeding organizational goals.

▪ Problem Solver ▪ Leadership Skills ▪ Training & Scheduling

▪ Detail Oriented ▪ Organizational Skills ▪ Interviewing & Hiring

▪ Time Management ▪ Strong Communication Skills ▪ Administrative Support

**EDUCATIONAL DEVELOPMENT**

**Medical Assistant Certification June 2005**

*National Institute of Technology*

**PROFESSIONAL EXPERIENCE**

**Clinical Operations Manager July 2020 – Present**

*Wayne Health Group*

* Oversees day to day operations and liaison between physicians and staff which includes 6 specialty doctors and 12 physicians.
* Manages staffing needs that includes interviewing, hiring, and training new employees.
* Conduct performance reviews and create schedule for current staff.
* Responsible for payroll, system updates and ordering supplies

**Business Office Associate May 2016 – July 2020**

*Wayne State University Physician Group*

* Responsible for patient’s check-in and check – out process
* Managed all front desk duties which included answering phones, and scheduling appointments.
* Responsible insurance verification, obtaining referral, required authorizations and co-pays.

**Medical Assistant September 2014 – May 2016**

*Henry Ford Hospital*

* Responsible for patient initial care that included rooming patients, obtaining vitals and medical history.
* Ensured medication list were reconciled and charted correctly; along with keeping track of stock.
* Responsible for giving injections; along with performing and assisting with in office procedures.

**Lead Medical Assistant September 2008 – September 2014**

*Newland Medical*

* Managed various departments within the office and day to day duties.
* Responsible for training staff, coordinating schedules, and participating in staff performance reviews.
* Assist patients with questions and finding solutions to their problems; maintain pharmacy needs and order supplies.

**SAMPLE RESUME – PROFESSIONAL LEVEL #2**

**PROFESSIONAL STRENGTHS**

▪ Warehouse Supervisory ▪ Safety Focused ▪ Troubleshooting & Problem Solver

▪ Process Implementation ▪ Staff Development ▪ Time Management & Organizational Skills

▪ Inspection Reviews ▪ Manufacturing Management ▪ Leadership & Strong Interpersonal Skills

▪ Shipping & Receiving ▪ Inventory Management ▪ Strong Verbal & Written Communication

**PROFESSIONAL EXPERIENCES**

**Operations Supervisor 09/2021 - current**

*General Motors (GMCCA) / RXO Logistics (formerly XPO Logistics)*

* Schedule daily workload based on customer’s input, dispute request from suppliers, PRRs and warning letters
* Manage all available freight for linehauls and routes to ensure the lowest cost options are maintained
* Coordinate and handle load planners who are responsible for building routes, updating tracking information, and dispatching fleet drivers and dockworkers
* Investigate and resolve internal issues, employee morale and customer satisfaction.
* Track and document delivery performance; update and maintain organized files on shipping document; along with ensuring a safe work in an UAW environment

**Supervisor 02/2021 – 09/2021**

*Stalantis / MPS*

* Implement and coordinate all activities and initiatives to achieve business metrics
* Drives and implement continuous improvements projects; analyze and problem solve issues within the department
* Ensure safe work environment for all employees which includes safety use of tools and following procedures while handling hazardous materials
* LEAN Manufacturing experience
* Train, coach and mentor to the team to help move the organization forward

**Actively seeking employment 04/2020 – 02/2021**

**Facilities / Supply Chain Lead 01/2020 – 04/2020**

*Tenneco (Laid off due to Covid)*

* Supervised the on-site processing, inventory, and delivery of all orders
* Supported departments to ensure existing inventory and associated expenses are within budgeted targets
* Maintained effective communication with customers, co team leaders, stock clerks and management team
* Prepared schedule for the on-site operations
* Attended in-service presentations and completes mandatory education week

**Shipping & Receiving Route Driver 10/2012 – 01/2020**

*McLaren*

* Responsible for providing inventory data control for shipping & receiving using IFS data systems
* Build relationships internally and externally by providing great customer service
* Deliver parts to various local partners while maintaining a perfect driving record
* Go above and beyond to expedite urgent and special orders
* CDL Class B driver

**EDUCATIONAL DEVELOPMENT**

**Ram Tech 2019**

*Henry Ford Community College*