

# Jayne Wilson

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“Jayne is the person I delegate to when it has to be done right. Her work is not just a job, but a source of personal pride”  
—Sales Manager, Burtek, Inc.

## RECEPTIONIST

**Engaging customers and restoring order via red-carpet communications and meticulous workflow management.**

Office administrator, receptionist and executive right-hand, expert in juggling multiple priorities for on-deadline task completion. Acknowledged for capacity to employ professional discretion and judgment wrapped in a friendly demeanor that builds relationships, solves problems and retains customer loyalty.

- Reception
- Supplier/Vendor Management
- Payment Negotiations
- Complaint Handling
- Inbound Enquiry Responses
- Accounts Receivable/Payable
- Team Leadership
- Workflow Development and Systems

## Special Accomplishments

### Administrative Structures

- Eliminated errors, formalized internal controls and ensured outdated, erroneous financial records were removed to keep a company buoyant and cash flows regular and stable.

### Customer Relationships and Service Delivery

- Received 100% score from three mystery shopper visits. Considered a noteworthy accomplishment when scripts required word-for-word delivery of core messages during each interaction.

### Accounts Administration

- Replaced slow and haphazard accounts receivable function with a streamlined, bill-run process that saw invoices distributed to customers once a month, on time, and without fail.

## Technology

MYOB, Word, PowerPoint, Excel (Windows), Mac OSX, Numbers, Keynote (Mac), SugarCRM

## Education and Training

**Certificate III in Business Administration**, University of Wisconsin, Madison, WI

**Training:** Workplace Safety, Internet/Email, Spreadsheets, Organization of Workplace Information, Databases, Production of Business Documents, Presentations, Design and Development Text Documents. Other training included Cisco products, routers and switches and Microsoft product release launches.

## Employment Experiences

MYFORD ELEMENTARY SCHOOL, Sacramento, California

Present

### Teacher's Aide

Partnered with teachers to control classroom behaviors, and advance a curriculum of learning in a fun, controlled and safe environment. Oriented children to the workings of the library, helped students with artwork, and developed a database for the teacher to keep notes, information and data in the 'cloud'.

BURTEK INC., Melbourne, Florida

9/2008 –4/2010

### Office Administrator

Hired to develop an administrative infrastructure where none existed. Formalized internal controls and ensured outdated, erroneous financial records were compliant. Kept the company buoyant by maintaining control over regular and sustainable cash flows.

- Created the company's first systems and procedures, as well as a corporation operations manual that would allow any new staff member to understand the methods and structure of the business.
- Slashed past-due accounts from an average of 33 days to just nine days, with 85% of receivables received on time. Led a no-nonsense approach to collections and introduced formal direct debit installments.
- Eliminated the slow and haphazard accounts receivable function and replaced it with a streamlined bill-run process that saw invoices distributed to customers once a month, on time, and without fail.
- Instituted an alert system on the accounts payable software that allowed for rapid identification of invoice discrepancies and prompted an opportunity to lodge immediate payment disputes.

“Jayne is a tireless worker and a team player.  
If all my employees had her can-do attitude, my life would be so much easier...”  
—Operations Manager, Teletech Systems

TELETECH, Stockton, California

7/2003–9/2008

### Office Manager

Significant data entry backlogs presented the initial challenge on commencement. Without prior knowledge of SAP, quickly mastered the basics to ensure all purchase orders and invoices were placed into the system. Within two weeks, all backlogs had been cleared and the business had better control of inbound and outbound cash flows.

Over time, assumed administrative control of accounts receivable and payable functions and technical support, and by 2006, independently managed company operations in the absence of the company directors.

- Instituted a system to keep track of all sales proposals and forms. What was once a system of neglect and missed opportunities, became an 'at a glance' file for lead follow-up, sales and customer retention.
- Boosted quality of customer service by ensuring all customers were called if technicians were detained. Established a system to reallocate projects to other technicians when no late call was received.
- Entrusted to manage the ordering function. For the first time customers' goods were fast-tracked for distribution and ordering and databases maintained to track all service information.

BANK OF CALIFORNIA, Sacramento, California

2/2003–6/2003

### Customer Service Teller

Distinguished as the fastest and most accurate staff member handling clients, promoting services and products, and reconciling monies. Accomplishments quickly won the attention of decision makers, prompting a promotion to Second-in-Charge in the first year of employment. Period was characterized as one of high achievement, passing all sales quotas and competency tests.

- Received 100% score from three mystery shopper visits—a noteworthy accomplishment when customer service scripts required word-for-word delivery of core messages on each occasion.



## OVERVIEW

This résumé posed two challenges. The first, obviously was that the client had not worked for three years while she had a baby and cared for her school age child. The second challenge was that she had reached quite a senior level prior to this point and wanted to scale back to secure a less stressful and hopefully, a part-time role that would provide her with the time she needed to continue to nurture her family.

So there would be no employment gaps, I quizzed her about her time away and found out that she had been helping out at her older daughter's elementary school as the Teacher's Aide. Her administrative work was put to good use when she saw the teacher struggling with keeping notes and scoring assignments so she set the teacher up with Evernote so that she could keep everything categorized and all in one place. Consequently I related this story to fill the gap in employment.

I conducted a branding exercise with the client and it showed that green was her personal brand, so I created the document with a mixture of grey and pale green design elements. I chose different colors in the pallet for highlighting each section of the résumé.

The first page is to create interest in her services and is striking in that it provides a central focus for showing some of her achievements. Key words are deliberately played down to focus on her mission to secure a receptionist role, and I built on that momentum by completing page one with a technology section and education. Typically, I would not include education on page 1, but I wanted specifically to highlight the areas of her expertise which she had studied and that supported her goals.

Page 2 maintained the momentum by providing a solid business case for hire, intercepted with positive testimonial extracts that reinforced her professional expertise in administration and her obvious ability to restore order from chaos and improve business operations.

I chose Calibri as the font as it provides a clear, clean look to the document.

