

Anne L. Page

5555 Smith St., Healdsburg, CA 95448

Page9999@yahoo.com

Professional Office Manager With 15+ Years Experience

Highly organized administration professional with exemplary career in office management. Strong supervisory experience. Expertise includes human resources, corporate accounting, and Workers Compensation/health insurance regulations.

Other Strengths and Abilities:

- * Payroll and state/federal payroll taxes
- * Certified Payroll
- * Vendor negotiations and management
- * Staff supervision/team building/training
- * Meticulous record-keeping
- * Excellent motivational and people skills
- * Accounts receivable and collections
- * Payroll and human resources law classes
- * Expertise in office/accounting software
- * Reconciliation and financial statements
- * Rapid, accurate typing (70 wpm)
- * Dynamic personality, positive attitude

“Anne approaches every task as a personal opportunity to achieve something. She’s one of the greatest employees we have had.” – Ron Howard, President of Smith Co.

PROFESSIONAL WORK HISTORY

2004 – 2010, **Office Manager**, Smith Company, Healdsburg, CA

- Composed and implemented emergency budget plan that paid off three company vehicles over four years and reduced company debt 50%
- Rectified company’s poor credit rating by reprioritizing payments to creditors, resulting in a decrease in interest rates
- Raised credit score of company owner 150 points through meticulous credit-checking, initiating correspondence with creditors and timely follow-up
- Instigated meetings with State Fund Medical Provider Network officials, resulting in a reduction of company’s annual loss/policy premium rate from 139% to 84%
- Negotiated with vendors, convincing them to revert to invoicing for products and services instead of paying upon delivery
- Won \$2,500 judgment against contractor representing GWP&W in small claims
- Filed liens against two debtors, resulting in payments for services rendered
- Oversaw three different computer system
- Handled payroll, prepared financial statements and processed invoices
- Developed and managed external financial relationships with banks, insurers, etc.
- Coordinated and handled daily A/P and A/R process
- Prepared monthly and quarterly budget figures, as well as annual financial reports

2003 to 2004, **Branch Manager**, A.C.A. Financial Products, Phoenix, AZ

- Responsible for all cash control, collections, loans and customer relations
- Represented company in small claims court to secure judgments against debtors
- Scheduled staff for three company branches
- Trained company staff in business best practices
- Created and implemented marketing plans

2002 to 2003, **Store Manager**, Clothes Time, Napa, CA

- Managed day-to-day store operations for busy clothier
- Implemented sales goals, managed budgets and created sales forecasts
- Executed company sales programs to maximize sales and profitability
- Hired, trained, and mentored staff
- Coached and evaluated performance of all associates
- Trained new management team

2000 to 2002, **Assistant Project Manager**, Spa Equipment, Santa Rosa, CA

- Directed store sales efforts and provided customer service
- AP/AR and data entry
- Represented company at trade shows

1997 to 1999, **D.M.I.T Manager**, Frederick's of Hollywood, Santa Rosa, CA

- Managed all store operations, including payroll budgets and P/L to ensure maximum profits to parent company
- Developed action plan and implemented staff motivational strategies to meet and exceed store productivity goals
- Provided customer service standards to retain and expand consumer base
- Boosted camaraderie by creating teams and assessing/evaluating their performance
- Recruited and hired employees to ensure adequate staffing

1995 to 1997, **Store Manager**, J. Riggins, Woodlands, TX

1991 to 1995, **Store Manager**, Charlie's Leather, Eugene and Portland, OR

Education and Training

- Napa Beauty College, Napa, CA – Completed Beauty Courses
- Santa Rosa Junior College, Santa Rosa, CA – Concentration in Accounting