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Ronald Smith
General Manager
Champion, Inc.
45258 South Vine Street
Phoenix, Arizona 75257

Mr. Smith,

I am writing to express my interest in the Senior Operations Manager position as mentioned on your company's website and have enclosed my resume for your consideration. I believe I am a qualified fit and would make a valuable addition to your company.

Because of my education and work experience you will benefit from my outstanding ability to be efficient and reliable, listen and react to peoples' needs, and look at challenges as opportunities. I have strong time management skills and also possess strong written and oral communication skills. I require little guidance in the work place and am capable of doing what is required without direct supervision; however, I enjoy working as a team and have no problems creating relationships with co-workers.

Enclosed is my resume to provide you with the details of my skills and accomplishments, although I am positive that a personal interview would more accurately reveal my qualifications and the contribution I can make towards your organization's future success.

Sincerely,

Larry Jones
5225 SW Main Street
Phoenix, Arizona 75257
805-555-4567
ljones@aol.com



RESUME

Senior Operations Manager

Prepared for: Ronald Smith
General Manager

Prepared by: Larry Jones



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EXECUTIVE SUMMARY

The Objective...

Champion, Inc. is seeking a Senior Operations Manager who will be responsible for the direction, management and leverage of the Champion, Inc. Enterprise Spend Management Solution with targeted major account(s), including service delivery, customer satisfaction, account penetration and commercial management.

In this role the Senior Operations Manager will draw upon other resources within Champion, Inc. e.g., Marketing, Customer Service, Professional Services, Business Development and Alliances.

The Objective...

As part of Champion, Inc.'s management team, I will honor the following strategic vision by:

- ▣ Focusing on achieving your long-term goals of predictability, profitability and sustained growth.
- ▣ 100% customer satisfaction.
- ▣ Being responsible for attracting and retaining a professional workforce that meets the highest standards.
- ▣ Providing a rewarding environment to your employees.

The Solution...

As Senior Operations Manager at Champion, Inc., my mission is to exceed the expectations of Champion, Inc. AND its customers by committing to their shared values and by achieving the highest levels of customer satisfaction. In this way I will ensure that Champion, Inc.'s profit, quality and growth goals are met by:

- ▣ Selling high value technology solutions.
- ▣ Being a business orientated strategic thinker.
- ▣ Demonstrating high level of energy/self-starter.

QUALIFICATIONS

Summary of Qualifications...

- ▣ More than 7 years experience in Customer Service and Support with recognized strengths in account maintenance, problem-solving and trouble-shooting.
- ▣ Well-rounded background in human resources, training, operations and management.
- ▣ Excellent experience developing and implementing a variety of corporate programs, including those that must comply with corporate, state and/or federal agency guidelines.
- ▣ Ability to train, motivate, and supervise Customer Service employees.
- ▣ Skilled in developing department budgets and creating department objectives.
- ▣ Experienced in writing and delivering presentations for executive meetings.
- ▣ Possess solid computer skills: Microsoft Office - Word, Excel, PowerPoint, Access, Lotus 1-2-3,

Core Values...

- ▣ **ACCOUNTABILITY** – I take responsibility for decisions at individual and company levels.
- ▣ **ACHIEVEMENT** – I aspire to the highest level of excellence in Champion, Inc.'s products and services.
- ▣ **ATTITUDE** – I believe that remaining positive and looking ahead are essential parts of achieving goals.
- ▣ **BOLDNESS** – I believe that taking calculated risks encourages growth and new discovery.
- ▣ **COMMITMENT** - I keeps my promises to clients, employees, and their families.

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