

Suzie Smithson

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PROFILE | Operations strategist translating executive direction into disciplined execution driving workflow stability, operational continuity, and measurable performance gains through systems design and leadership.

CAREER HISTORY

General Office Manager | 2019 to Present

ABC Company Inc., Sometown PV

- Lead daily operations across administration, staffing, and service delivery by converting executive direction into repeatable workflows, stabilizing performance in a continuously evolving environment
- Architect front-desk systems and decision frameworks that elevate staff capability, reduce managerial bottlenecks, and increase operational throughput
- Command crossfunctional execution for public-facing initiatives by aligning personnel, vendors, and logistics, driving sustained 30% participation growth and magnifying organizational visibility
- Direct advertising execution alongside media partners by defining objectives, shaping preliminary creative, and refining messaging prior to signoff, accelerating campaign deployment and market alignment

Business Office Manager | 2015 to 2019

Acme Cabinets LTD., Sometown, PV

- Integrated office and production operations by synchronizing manufacturing schedules, installation timelines, procurement, and logistics, maintaining continuity across multiple concurrent projects
- Facilitated client design engagements by enlisting cabinetry experts to advise on configurations, finishes, and feasibility, resolving issues decisively and protecting long-term customer relationships and revenues
- Cut production delays by 20% through real-time schedule monitoring, early risk detection, and top-down approvals for consequential adjustments, creating opportunities for increased quarterly sales
- Maintained financial control by directing tight bookkeeping protocols and CRA documentation, verifying compliance while providing leadership with financial clarity and insight into operating costs
- Tightened payroll execution by advancing timesheet approvals and resolving discrepancies pre-cycle, eliminating last-minute corrections and the risk of compromising on-time payroll

TECHNICAL SKILLS

Microsoft Office Suite | QuickBooks Desktop and Online | Evernote and Monday.com | Adobe Photoshop

EDUCATION & CERTIFICATION

Project Management Professional Certificate | 2015

Learner's College, Sometown, PV

Diploma, Business Administration | 2012

Sometown, PV