

Susan Smithton, General Manager

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PROFILE | Manufacturing general manager who combines discipline with operational strategies to own and run daily operations independently, playing a key role in industry-leading production quality in manufacturing environments.

CAREER HISTORY

Production & Office Manager | January 2019 to Present

Acme Cabinets LTD., Sometown, PV

- synchronized office and production operations across 14+ concurrent projects by sequencing manufacturing schedules against material lead times, delivery windows, and installer availability, reducing scheduling conflicts and increasing on-time completions 40%
- paired clients with in-house cabinetry specialists to consult on design, finishes, and production-feasibility before manufacturing, minimizing change orders by 29% over 5 months and retaining at-risk accounts
- cut production delays by routinely tracking schedules, identifying material and capacity constraints before they disrupted workflow, and securing executive approval to resequence priority projects, increasing quarterly production and revenue by 15% respectively
- achieved 100% on-time, error-free CRA filings, and reduced unaccounted operating expenses by standardizing bookkeeping controls, reconciling accounts, maintaining audit-ready tax records, and assisting leadership to interpret operating-cost reports
- eliminated payroll discrepancies and reclaimed 8 administrative hours per pay cycle by advancing timesheet deadlines, validating hours and authorizations before processing, and resolving inconsistencies before payroll submission

General Manager | April 2016 to December 2018

ABC Event Company Inc., Sometown PV

- control daily administration, staffing, and service delivery activities, translating executive direction into standardized workflows to sustain consistent performance and reduce operational delays; achieve an average 22% improvement organization-wide quarter over quarter
- implemented front-desk systems, decision protocols, and escalation guidelines that equip staff to resolve 75% of routine issues independently, reducing managerial interruptions and optimizing daily service capacity leading to increased revenues in each of the past 7 quarters
- direct end-to-end delivery of corporate and community events by assembling event teams, booking venues and vendors, building production schedules, and organizing on-site logistics; expanded 5 clients' attendance numbers the past 4 years consecutively, increasing revenues an average 39%
- promote client events and shorten launch timelines for advertising campaigns, increasing event registrations and attendance, exceeding revenue goals; develop creative concepts, and refine messaging with media partners before client approval to hasten launches

TECHNICAL SKILLS

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

CERTIFICATION

Administrative Professional Certificate

Learner's Technological College, Sometown, PV