

# JANE C. DOE

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## “Business Development Professional with a Reputation for Customer Attainment”

Highly motivated and skilled **Business and Member Development Professional** seeks position with dynamic organization that welcomes initiative and dedication and demands excellence in consistently meeting business objectives and exceeding standards. Offering an exceptional ability to work under high pressure, solid management acumen, and a proven ability to build client base and association membership levels.

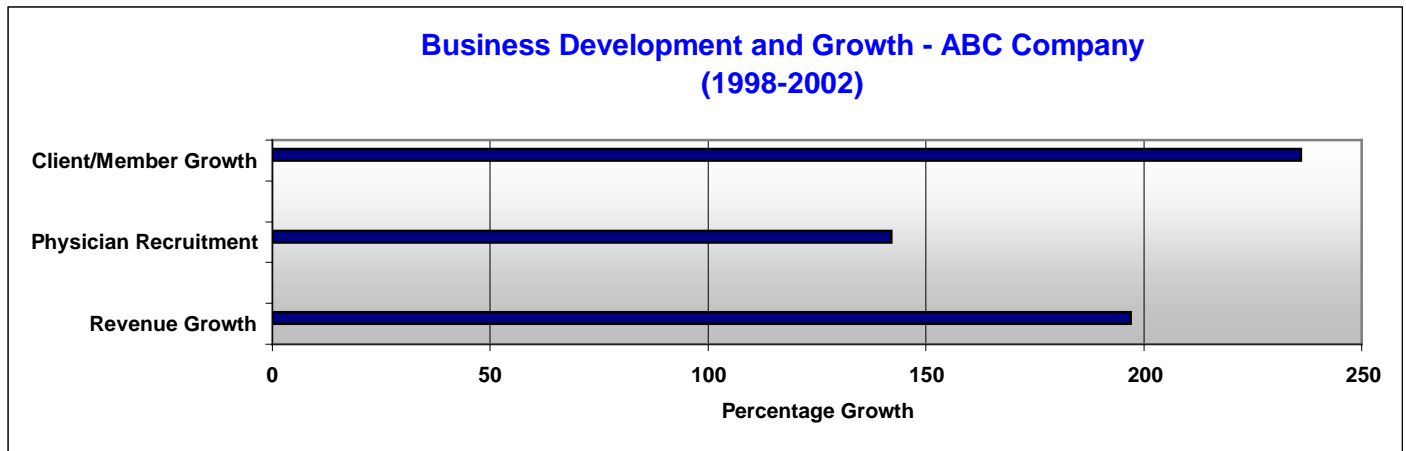
### AREAS OF EXPERTISE

§ <b>Operations Management</b>	§ <b>Membership Management</b>	§ <b>Business Development</b>
§ Personnel Management	§ Client Database Management	§ Turnaround Management
§ Customer Service	§ Referral Based Client Lists	§ Strategic Planning/Forecasting
§ Human Resources	§ Prospect Qualification	§ Profit Maximization

### BUSINESS DEVELOPMENT PROFICIENCY

#### PROVEN METHODOLOGY:

- § Drive business growth through aggressive business initiatives that result in increased revenue growth
- § Effectively develop and implement intricate membership development strategies
- § Establish critical contacts to increase client base and membership; ensuring retention levels and client loyalty
- § Successfully build and maintain key corporate relationships
- § Identify, establish, and manage strategic relationships to leverage significant long term business opportunities
- § Balance production with leadership via conceptual thinking and strategic planning
- § Ensure customer service and satisfaction is afforded highest attention and priority
- § Verify appropriate action plans, milestones and performance measurements based on organizational goals
- § Negotiate deals and contracts successfully with vendors and customers
- § Recruit, train and motivate dynamic employees for optimum operations



#### DEMONSTRATED RESULTS:

- § At ABC Company, demonstrated extraordinary ability to revamp and turnaround sluggish growth into sizeable revenue increase of 37% in first year with impressive revenue growth of nearly 200% since 1998
- § Improved accounts receivables periods from 90–120 days to 14–30 days through superior accounting practices and daily account management
- § Overhauled the company computer system and implemented phone system which translated to company savings
- § Drastically improved work flow via successful implementation of better claims and billing automation procedures
- § Orchestrated the significant development of business at ABC Company, successfully establishing a \$100,000 increase in the corporate line of credit
- § Established personal business with great success, large clientele base, and forward thinking objectives

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## CAREER PATH

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### **PRESIDENT / FOUNDER**

**4/1999 – Present**

*ABC COMPANY, City, ST*

- § Contracted by clientele to enhance business processes to make operations more efficient and profitable
- § Manages sales, operations, insurance practices, payroll, accounts payable and accounts receivables
- § Consults with many doctors to implement start-up practices
- § Proactively assigns better automotive billing and accounting practices

### **OFFICE ADMINISTRATOR**

**11/1997 – Present**

*ABC COMPANY, City, ST*

- § Spearheads all recruitment, selection and training of personnel
- § Facilitate and oversee contract negotiations, to ensure mutually beneficial business relations
- § Calculates payroll and determines taxes to IRS
- § Oversee all Accounts Payable and Accounts Receivables functions
- § Provide exceptional service to doctors, staff and patients
- § Implement Medicare Compliance program to prevent fraud and abuse
- § Conducts weekly audits to ensure adherence to business goals
- § Acquire intensive knowledge of phlebotomy, and medical assistant duties

### **CORPORATE SECRETARY AND OFFICE MANAGER**

**05/1995 11-1997**

*ABC COMPANY, City, ST*

- § Managed HR payroll functions and verified proposals and bids
- § Ascertained accurate calculations and logs for all business practices
- § Managed all safety manuals and procedures

## PREVIOUS POSITIONS

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### **VETERINARIAN ASSISTANT**

**1991 - 1994**

*ABC COMPANY, City, ST*

### **CUSTOMER SERVICE REPRESENTATIVE**

**1983 - 1991**

*ABC COMPANY, City, ST*

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## MEMBERSHIPS / ASSOCIATION

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### **TREASURER**

*ABC Community Organization*

- § Ardently promote membership and enrollment – **increased membership by 35% in one year**

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## EDUCATION

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### **BA – Biology**

**1991-1994**

Concordia University

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## PROFESSIONAL DEVELOPMENT

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- § **'Small Business'** - Concordia University
- § Medicare compliance / HIPPA compliance
- § EMT and CPR

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## TECHNOLOGY

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- § Microsoft Windows
- § MS Word / Excel
- § Medical Manager Software
- § Mars Billing Software
- § QuickBooks Pro
- § Windows XP