1111 Cherry St Ste 11, New Cumberland, PA 11111
(111) 111-1111; (111) 111-1111 Mobile
JDoe@gmail.com

John Doe

Objective

Operations Management at a world class Financial Services provider offering superior advancement potential and a culture of employee development.

Experience

2000-Present XYZ Services Company Anytown, PA

Line Manager, Quality Control Team

- Directly supervise staff of 13 experienced analysts charged with reviewing all Mutual Fund transactions for accuracy and compliance with internal procedures and agency regulations. Prepare departmental budget and staffing analysis, and conduct quarterly Performance Reviews.
- Implemented optimized review process that increased error capture by 17 % and allowed for 100 % transaction review.

1996-2000 XYZ Quality Solutions Anytown, NJ

Quality Analyst

- Generated reports for mutual fund clients of international consulting firm concerning error frequency, trends, and performance as measured against comparably sized fund companies.
- Represented firm in monthly client calls to 3 mutual funds to discuss reporting results and client requirements. Acted as liaison between fund and firm management.

1993-1996 XYZ Investment Services LLC Anytown, DE

Processing Associate

- Executed trade orders in compliance with company policy and S.E.C. regulations.
- Received award for maintaining 94.6 % average transaction accuracy rate.

Education

1999 University of Phoenix Anytown, PA

B.S., *Cum Laude*, Business Management

- Financial Services Management concentration