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Kenneth Baker

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OBJECTIVE

Project Manager with focus on administrative support

PROFILE

- A self-motivated and organized professional; skilled in orchestrating tasks and details to achieve project goals.
- Strong background in project management.
- Excellent communication skills that have led to productive working relationships with clients and staff.

EXPERIENCE

HOMEPORT REALTY, Brookline, MA, 2012-16

A real estate development firm with five regional offices and headquarters in New York City

Project Team Leader and Administrative Assistant

- Direct sales campaigns that involve coordinating salespeople from all five offices in the use of marketing collateral and sales incentive programs.
- Create exceptional support and training systems to maximize sales team effectiveness and allow quick rollout of campaigns.
- Supervise administrative staff and facilitate orientation for new hires and independent contractors.
- Respond to numerous questions from sales team on a daily basis, referring them to appropriate resources and offering administrative support.

LANSKY CORPORATION, INC., Boston, MA, 2008-12

A clerical outsourcing company with more than 12 large corporate clients

Clerical Supervisor

- Successfully managed projects such as mass mailings, database management, audio transcriptions, and correspondence.
- Supervised team of up to 20 clerical staff, interacting daily with team members to synchronize completion of projects.
- As team leader, resolved power struggles among team members, using a positive approach to conflict resolution and staff development.

X-TRA HARDWARE, Plymouth, MA, 2008

A hardware manufacturer that sells directly to consumers through the Internet

Customer Support

- Resolved customer complaints using a persuasive yet non-confrontational style through phone and email.

EDUCATION

BA, 2007

Boston College, Boston, MA