

JOHN LEWIS

PMP CERTIFIED PROJECT AND ORGANIZATIONAL MANAGER

📍 Kelowna, BC

☎ 000-000-0000

✉ jlewis@examplemail.com

in linkedin.com/in/yournamehere

CERTIFICATIONS & MEMBERSHIPS

- Project Management Professional (PMP) Certification
- Project Management Institute (PMI) Member
- Seattle Chamber of Commerce Member
- BYU Alumni Business Management Association Member
- Women in Business Member

AWARDS & RECOGNITIONS

- **Washington State Agent of the Month, June 2013**
 - Received the highest esteemed award given to American Family agents for outstanding achievement in recognition for an overall mix of business and sale production.
- **All American Club Award**
 - A highly esteemed, outstanding achievement recognition in the first year of sales in 2011, 2012 and ahead of schedule to receive for 2013.
- **All Star Top Agents Club**
 - Awarded to a limited number of top producers in the state.
- **Life Insurance Honors Club and Life Diamond Award**
 - Received while meeting American Family's expectations in sales for Home, Auto and Business insurance and exceeding company expectation in Life

SUMMARY

Innovative, profit-oriented Project Manager with demonstrated success in increasing revenues, market share and earnings, achieving cost reductions and improving client satisfaction in customer-facing operations and large diverse organizations. Adept at analyzing the competitive landscape, conducting research and attaining continual profits through focused, strategic workflow, staffing and business process analyses. Exemplary change agent with the ability to analyze issues, devise continuous process improvements and incorporate business process initiatives to increase efficiency, streamline operations and decrease aggregate expenses with limited resources. Consistently identifies and accelerates strategic measures to strengthen performance with sustained operational results. Forges long-lasting client and business partner relationships to mutually benefit all parties.

AREAS OF EXPERTISE

- Business Development
- Budget Management
- Strategic Planning/Analysis
- Personnel Development
- Vendor/Financial Management
- Profit Maximization
- Cost Control/Reduction
- Program Management
- Team Leadership
- Process Improvements
- Change Management
- Relationship Building

KEY SKILLS ASSESSMENT

- **Strategic Management** – Experienced in vendor management, contract negotiations and strategic financial analysis to increase efficiencies and reduce costs while maintaining solid rapport with business partners.
- **Team Leadership and Budget Management** – Expertise in leading and building cohesive cross functional teams and collaborating with senior executives in improving operations and starting up new business locations while overseeing staff and managing budgets.
- **Process Improvements** – Devised and implemented processes, procedures, systems and internal controls to strengthen operations, increase productivity and enhance customer satisfaction.

PROFESSIONAL EXPERIENCE

2010 - 2013 Manager and Owner

AMERICAN FAMILY INSURANCE

Established a successful insurance business from the ground up, strategically and innovatively growing the business and implementing policies and programs to increase company profits.

- Created systems to train and manage team members in achieving agency objectives.
- Received the highest esteemed award, Washington State Agent of the Month in 2013 given to American Family agents for outstanding achievement in recognition for an overall mix of business and sale production.
- Developed guidelines for personnel evaluations, staff advancement and recruitment procedures.
- Maintained efficient team structures and evaluated performance based on analytics.
- Ranked #1 in Life Sales in the district and #7 in the state despite being one of the newest American Family Insurance agents.
- Formulated and managed a detailed business plan consisting of performance goals, sales results, retention and client and staff

LANGUAGES

Spanish & Portuguese

satisfaction.

- Mentored staff in establishing individual expectations, fostering creativity and self-motivation by implementing result expectations.
- Followed up on targets, holding members accountable for achieved results.
- Established and sustained growing business results in a declining economy.
- Managed budgeting process and profit and loss records for performing business and financial analyses.

2008 - 2010

Office Manager/Financial Coordinator/Marketing Director

WESLEY JOHNSON, DDS

Managed the day-to-day operations filling many roles to support growth and add to the bottom line. Developed and implemented comprehensive sales and marketing strategies while providing productive administrative management involving business, financial and human resources (HR) responsibilities.

- Utilized strategic planning methodologies and goal setting to direct operations while increasing productivity and profitability.
- Measured programs and processes for strengths and weaknesses and implemented changes as needed.
- Formulated policies and strategic plans and implemented procedures and growth initiatives.
- Grew new office 150% over an 18 month period and consistently exceeded new patient monthly goal by 300%.
- Participated in the hiring, training and assessment of office staff.
- Spearheaded and implemented a successful sales and marketing plan to grow business by obtaining referrals from existing clients and fostering community and business to business (B2B) relationships.
- Provided information to potential clients by setting up display tables throughout the community and marketed utilizing door-to-door campaigns.

2006 - 2008

Administrative Assistant

CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS

ADMINISTRATIVE ASSISTANT

2005 - 2006

HUMANITARIAN MISSION IN BRAZIL

CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS

- Managed a literacy project, developing and creating it from the ground up for the Church for Brazil.
- Created student and teacher manuals to teach illiterate Brazilian adults how to read and write in their own language, Portuguese.

1999 - 2005

Licensed Realtor

SALT LAKE BOARD OF REALTORS

- Achieved \$3.5M in sales, Rookie of the Year, and Top New Realtor and Female Agent.
- Consecutively exceeded yearly and monthly company sales goals.

EDUCATION

2015

Master of Science, Project Management

Northeastern University

2007

Bachelor of Science, Human Relations

Brigham Young University