

SUSAN MARTIN

New York, NY • 123.456.7890 • smartin@gmail.com

www.linkedin.com/in/smartin

CHIEF ADMINISTRATIVE OFFICER

Business Transformation | Operational Strategies & Performance | Business & Profit Growth

Accomplished Senior Executive with over 20 years of senior administration and operations management experience and track record of delivering industry leading results in growth, profitability, and service. Expertise includes leading organizational transformations, developing and executing strategies to align operations with corporate objectives, and building high performing management teams and a culture of inclusion, collaboration, and engagement. Highly skilled in project and program management, implementing continuous operational improvements, and cultivating key partnerships and relationships.

Core Competencies

*Executive Operations Management • Organizational Development • Growth Management & Business Development
Strategic Business Planning • Product Management • Performance Improvement & Change Management • Innovation
Sales & Marketing Strategies • Customer Experience Strategies • Strategic Partnerships • Negotiations • Safety
Team Building & Leadership • High-Performance Culture • Succession Planning • P&L Forecasting & Management*

PROFESSIONAL EXPERIENCE & SELECTED ACHIEVEMENTS

ABC SYSTEMS, INC., New York, NY

2002 – 2022

ABC Systems was one of the largest mixed paper recycling systems in the region and one of the top throughput systems in the country.

Chief Administrative Officer; Executive Vice President, 2006 – 2022

Partner & Shareholder, 2010 – 2020

Oversaw company operations encompassing development and execution of vision, strategic plan, budget, sales and marketing, customer engagement, finance, human resources (HR), and succession plan with full P&L administration; supervised 5 direct reports with management of 115 team members in 3 locations. Created short and long term business plans with focus on growth, profit opportunities, and service; drove accountability for quality, delivery, cost, and safety; fostered and managed Executive-level partnerships and community relations.

- **Increased annual revenue to over \$25M**; led new revenue streams with high profitability;
 - **Grew customer base** through effective sales and marketing plans, corporate rebranding, improving customer service, and building key relationships
 - **Expanded document shredding division to full certified on-campus facility**
- **Enhanced operational efficiencies**; led development and improvement of policies, processes, and systems.
- **Optimized reporting and profitability tracking** by designing management information systems.
- **Chaired Board of Directors Meetings**; served as **Corporate Secretary and Treasurer** (2002 – 2020).
- **Developed management staff into executive roles** through coaching and development.
- **Successfully negotiated and managed company sale.**

General Manager, 2004 – 2006

Led business operations involving development and implementation of business initiatives with administration of operations, sales and marketing, accounting, customer service, HR, and safety; supervised 6 direct reports with management of 35 team members. Introduced Lean Manufacturing strategies into organization; identified and implemented continuous improvement initiatives. Managed all phases of Series A (tax exempt) and Series B (taxable) bond financing projects; collaborated with leadership and developed growth and cost savings strategies.

- **Positioned company to become largest regional mixed-paper recycling system with highest throughput in U.S. at 200K tons annually;**
 - **Led multiple key growth projects: new 50K square foot (SF) state of the art processing facility, modification of existing 30K SF facility, and acquisition of additional land**
 - **Increased sales by attaining major federal, state, and municipality contracts**
- **Improved operational performance and increased profitability;** designed and implemented best practices.
- **Elevated employee engagement and retention** by building optimal team culture; facilitated team member training and implemented performance goals.
- **Developed leadership staff into management roles** through development plans.

Corporate Controller, 2002 – 2004

Directed accounting and financial operations with responsibility for financial reporting, accounts payable and receivable, working capital management, auditing, budgets, and compliance.; managed 9 team members. Served as strategic advisor to executive leadership; developed and implemented reporting tools and financial improvements.

- **Optimized financial operations and enabled substantial growth;** created and instituted financial internal controls and established accounting and financial policies;
 - **Improved negotiations, financial planning and modeling, budget development, cash flow management, and auditing practices; led to acquisition of bond-financed municipality contract**
 - **Established growth tracking and reporting efficiency** by collaborating with accounting team to design and implement systems; **reduced cost**

Prior Experience:

- **Corporate Controller** at XYZ, Inc., New York, NY
 - *Administered financial activities; enhanced operational efficiencies by establishing financial controls.*
- **Senior District Sales Manager** at 123 Tool Company, New York, NY
 - *Headed sales actions in Northeastern region covering 6 states.*

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Liberal Arts in Business Administration & Management**(Minor in Economics)**

University College, New York, NY

Professional Development

*Brand Leadership: Building Brand and Culture • Leading Globally
Strategic Thinking • Creativity at Work • Mentoring Others*

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4.9/5
stars



640+
reviews

 sitejabber



4.9/5
stars



180+
reviews


Reviews ★★★★★



4.8/5
stars



170+
reviews



4.9/5
stars



30+
reviews

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