

JAZLINE HODNETT

Office Operations Manager

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(765) 888-0922

N Michigan Ave, Chicago, IL 60611



PROFILE

I am an experienced office operations manager with over 5 years of experience in managing day-to-day office operations and providing administrative support to senior management. I have a proven track record in streamlining processes, improving efficiency and reducing costs. I am highly organised, detail oriented and possess excellent communication and interpersonal skills. I am confident that I can contribute positively to your organisation and would welcome the opportunity to discuss my suitability further at an interview.

LINKS

[linkedin.com/in/jazlinehodnett](https://www.linkedin.com/in/jazlinehodnett)

SKILLS

Office Administration

Office Management

Bookkeeping

Customer Service

Data Entry

Microsoft Office Suite

LANGUAGES

English

Mandarin

EMPLOYMENT HISTORY

● Office Operations Manager at Aurora Office Operations Manager, IL

May 2022 - Present

- Led a team of 7 office staff and increased efficiency by 20%.
- Implemented a new customer service strategy that resulted in 30% more customers rating their experience as “excellent”.
- Negotiated a 10% reduction in office expenses.
- Developed and implemented a new filing system that reduced retrieval time by 50%.
- Designed and implemented a employee recognition program that boosted morale by 25%.

● Office Operations Specialist at Elgin Office Operations Manager, IL

Sep 2017 - Apr 2022

- Negotiated with vendors to lower costs by 15%.
- Led a team of 5 in creating an efficient office filing system.
- Implemented a new customer service strategy that increased customer satisfaction by 20%.
- Trained 3 new employees in office procedures.
- Created a new process for tracking and ordering office supplies that saved the company \$1,000 per month.

EDUCATION

High School Diploma at Highland Park High School, IL

Aug 2013 - May 2017

I've learned how to communicate with others, how to be organized, and how to be patient.

CERTIFICATES

Certified Office Manager (COM)

Dec 2020

Certified Administrative Professional (CAP)

Aug 2019

MEMBERSHIPS

American Management Association (AMA)

International Facility Management Association (IFMA)