

ROBERT HAWK

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Peculiar, MO 64000
(816) 672-0000
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AREAS OF EXPERTISE

- Office Management
- Budget Administration
- Customer Service
- Staff Recruitment
- Training & Development
- Bookkeeping/Billing

SKILLS

Management & Administration

- Supervised the daily operation of 23-person agency program including office administration, staffing, training, general accounting, and client contacts
- Designed and implemented a database program to track clients
- Prepared and administered \$500,000 annual operating budget
- Analyzed statistical data and compiled weekly, monthly, and annual projection reports
- Performed bookkeeping functions: accounts payable/receivable, bank reconciliations, sales tax payments, customer billing/invoicing

Organizing & Coordinating

- Initiated itemized bidding specification process; evaluated bids and presented recommendations
- Conducted feasibility study to centralize operations; projected savings of \$20,000 annually
- Coordinated and developed in-service staff training process

Marketing & Public Relations

- Conducted high-energy cold calling campaign, opened new sales territory
- Developed ideas for creating new business, prioritized work projects, and implemented follow-up procedures, resulting in more efficient and profitable work flow

EMPLOYMENT

Citi Cards, Kansas City, MO

Manager/Customer Service (December 2003-Present)

Chase Resource Group, Jefferson City, MO

Project Manager (May 2001-January 2003)

Harrah's Casino, Kansas City, MO

Manager & Public Relations Coordinator (June 1996-November 2001)

EDUCATION

Bachelor of Science in Business Administration, Management Emphasis, May 1996

Rockhurst University, Kansas City, MO

GPA: 3.3/4.0