

Key Tips and Guidelines for Creating a Compelling Management Resume

Please refer to the sample resume on the following pages of this document.

- 1** Overview your **professional strengths and experiences** and what type of opportunity/company you are looking for.
- 2** Create a section listing your **Core Professional Competencies**.
- 3** List your **Key Accomplishments** (i.e. how you came in under budget and under the timeline on projects, the size and scope of the team and/or projects you led, how you built a team and/or product, etc.). Where possible, include some quantitative figures (e.g. “Achieved 20% increase in...” “Grew department from \$XX in sales to \$XX...”)
- 4** **List your experience in reverse chronological order** (i.e. starting with the most recent job). Under each position, identify your employer and the work you did for this job. **Be specific** about your role in the projects. Make sure you **include the technologies used** in groups/projects you managed. The potential employer won’t expect you to be a hands-on techie in that technology, but if you managed that type of project and you will be managing the same type of group in your next position, you will have an advantage over other potential candidates because you can hit the ground running. **If you did hands-on technical work in different projects, mention it.** This will show employers that they may be able to hire two candidates in one - the techie and the manager.
- 5** Make sure you **specify which positions were contract**. These positions are typically shorter than permanent positions, and this will explain why you were in the position for a shorter time.
- 6** If you have been in the industry for many years, but only want to highlight your relevant management career, then include a **summary statement** at the end of your experience section highlighting what you did prior to getting into management.
- 7** **Include all your education, certifications, and training.**
- 8** If you are involved in **user groups or professional organizations**, list them. This will highlight your industry expertise in different areas.

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1 OVERVIEW

Competent business intelligence / financial reporting and planning manager equipped with 15 years of experience directing financial and reporting systems. Successful background of building and developing management reporting/financial support organizations, leading infrastructure development and projects/initiatives, and aligning business and IT objectives. Possesses in-depth knowledge of accounting processes and deliverables as well as exceptional problem solving, decision making, and communication skills. An adaptable, solutions-driven leader who promotes team work, quality, productivity, and accountability. Excels at translating and communicating financial and accounting business needs into system requirements and implementing reporting, audit, and control processes/applications. Works well with all levels of personnel and management; consistently overcomes diverse challenges and exceeds organizational goals.

2 CORE COMPETENCIES

Strategic Planning	Process Improvement	IS Management	Team Building/Facilitation
Project Management	Operational Support	Data Warehousing	Financial Operations
Systems Implementation	Resource Management	Data Analysis	OLAP Applications

3 KEY ACCOMPLISHMENTS

- Successfully built and developed (recruited, staffed, and trained) a new revenue reporting organization of highly motivated, professional, and knowledgeable staff. Established the infrastructure to support marketing, field finance, accounting, roaming business questions, and issues via analysis and ad hoc reporting deliverables.
- Spearheaded the development of a world-class centralized management reporting platform using Teradata warehousing and Hyperion OLAP reporting tools. Ensured buy-in and ownership among end users of the new reporting platform by creating a messenger program that enlisted field personnel early in the development stages.
- Met specific deliverables of reducing head count and improving efficiency as well as enhancing and automating audits and controls of accounting processes by directing the design, development, and implementation of a centralized reporting strategy utilizing a data warehouse and multiple data mart solutions to support accounting and business decision support reporting.
- Directed the identification of business solutions, requirements gathering, and translation to technical requirements; tested data warehouse billing information, including billing to warehouse to general ledger reconciliations of a \$3-billion revenue stream each month.
- Served as the primary business liaison for systems integration during two large telecom acquisitions. Coordinated system integration efforts, from defining business requirements to managing the development of a warehousing project that consolidated more than 60 billing systems and rating engines.
- Won multiple awards: Company ABC Business Markets Masters Award for Outstanding Performance (1994), Company ABC Management Awards for Outstanding Service and Leadership (1996, 2000), Company ABC Direct Flying Colors Award for Outstanding Performance (2000), and Company ABC Presidents Cup Award for Outstanding Performance (2000).

4 PROFESSIONAL HISTORY

COMPANY 1 (Atlanta, GA) 2001 - 2007

Director—Business Intelligence/Management Reporting

Established and provided leadership to the company's business intelligence and management reporting organization (previously revenue reporting and analysis) that supported multiple accounting groups, including accounting operations, headquarters, and field finance. Supported ad hoc reporting from the general ledger, multiple billing platforms, and upstream accounting sources. Determined process improvements in order to streamline functions, reduce costs, and enhance efficiencies as well as increase timeliness and accuracy of financial data reporting.

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PROFESSIONAL HISTORY

COMPANY 1 *Continued*

Director–Business Intelligence/Management Reporting

Served as the primary liaison between business and IT regarding business requirements for key initiatives; coordinated planning, development, testing, validation, and architecture efforts. Identified revenue leakage and coordinated with marketing, sales, and IT to facilitate and improve executive reporting consistency across all business functions.

- Directed the development/distribution of market/cluster-level ARPU Reporting, the mid-month subscriber revenue estimate, market/cluster-level and consolidated data reporting, and the wholesale roaming database (mid-month/month-end reporting and the automated journal process).
- Was a committee member of the Data Warehouse & Business Intelligence Core Team; coordinated with IT, Marketing, Sales, and Finance to develop and enhance the Enterprise Data Warehouse.
- Established and chaired the Best Day employee development and training committee, a program for accounting and business analysis organizations.

COMPANY 2 (Washington DC / Atlanta, GA) 1998 - 2001

Senior Manager–Information Services

Oversaw the design, development, implementation, and training for order tracking, sales reporting, payroll processing, and revenue reporting for the Direct Sales channel.

COMPANY 3 (Washington DC) 1997 – 1998

Senior Manager–Revenue and Traffic Reporting (Contract Position)

Managed daily audit and reconciliation from billing and traffic systems to reporting and general ledger interfaces. Supported multiple finance and marketing organizations with operational information and ad hoc reporting requests.

COMPANY 3 (Phoenix, AZ) 1992 – 1997

Previously promoted from Senior Systems Analyst–Revenue Information Database (1992-1993) to Manager (I, II, and III)–Systems Support, Reporting, and Analysis (1993-1997) prior to more recent roles.

- Led the development of multiple warehousing and data mart projects, which supported revenue, circuit, lead indicator, international settlements, domestic Telco, and regulatory reporting.
- Developed multiple automated solutions for the reconciliation of billing to booked/reported information.

Prior to 1992, employed as corporate systems liaison (advertising and accounting systems) at Gannet Inc. Provided support to USA Today accounting and advertising organizations.

EDUCATION & CREDENTIALS

B.S., Computer Science (minor: Mathematics) –UNIVERSITY OF ATLANTA

Financial Reporting for Non-Financial Managers – ATLANTA UNIVERSITY'S SCHOOL OF BUSINESS

Board Member – Jane Smith Pharmacy Scholarship Fund/ Northern University

Member – ABC Technical User Group