

# ***Martin G. Schmidt***

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## **CAREER OBJECTIVE**

**Operations/Office Management opportunities drawing from progressive successes and proven results utilizing technical knowledge, problem solving abilities and proactive decision making skills to enhance organizational success. Demonstrated expertise in the following areas**

- **Managing projects**
- **Troubleshooting problems**
- **Computer and technical skills**
- **Writing policies and procedures**
- **Planning and scheduling**
- **Budgeting and cost accountability**

## **PROFESSIONAL EXPERIENCE**

***Danceworks, Inc*** – Milwaukee, WI July, 2005 to Present  
***Operations Manager***

- Work with landlord on building issues and regular building maintenance
- Manage and maintain office equipment and audio/visual systems
- Purchase office supplies and equipment
- Interview, schedule and manage office cleaning work study students
- Manage and facilitate space rentals and schedules
- Maintain computer network, PCs, and telephones
- Website development, weekly updates, and maintenance
- Implement new website functionality
- Troubleshoot software issues
- Provide customer service to resolve client problems
- Assist with marketing initiatives and promoting programs
- Develop processes for improving efficiency and quality of office procedures
- Process client payments, studio deposits and make bank deposits
- Produce quarterly reports on registration totals and meeting enrollment goals
- Produce summary reports of special programs several times a year

***Dowling Thelen & Benske S. C.*** – Milwaukee, WI March, 2005 to July, 2005  
***Office Manager***

- Processed billing for clients on a monthly basis using Timeslips accounting software
- Managed billing software to work out bugs in systems and create split billing rules
- Maintained office equipment and supplies
- Collected on past due accounts via telephone and mail

***Phoenix International through Dunhill Staffing*** – Cudahy, WI 2004  
***Customer Service Representative***

- Processed bills of lading for ocean import shipments from Asia to the U.S according to tariff laws
- Created tracking spreadsheets to calculate shipping times
- Assisted with general office duties where needed

***Ajilon Finance (United Government Services)***– Racine, WI 2003  
***Accounting Temp***

***Nightingale Adult Day Center*** – Houston, TX  
***Director of Employment Services***

2000-2001

- Negotiated contracts to bring back former clients through improved customer service
- Assisted in networking the accounting system to ensure separation of duties
- Maintained and processed bi-weekly payroll for 72 consumers, warehouse personnel and 200+ employees
- Maintained general office equipment, and flow of maintenance and supplies
- Coordinated multiple shipping and mailing systems, streamlined mailing procedures and equipment
- Recruited companies requiring unskilled labor for piece-work
- Marketed vocational rehabilitation services to industries specializing in piecework for consumers
- Analyzed appropriate pay scales for consumers using time studies per Department of Labor guidelines
- Standardized contracts, and ensured fulfillment of all terms and obligations.
- Improved customer relations through problem resolution resulting in improved satisfaction
- Coordinated consumer placement for Vocational Rehabilitation with workman's Comp, Medicare, Social Security and private insurance providers.
- Developed an in-house centralized collections system and created strategies to decrease outstanding debt and increase overall profit in multiple departments
- Analyzed and identified problems and streamlined billing decreasing outstanding debt and increasing profit, company wide.
- Successfully negotiated payment of outstanding accounts totaling \$60,000.00 with positive return in less than 30 days
- Maintained administered skill assessment tests to clients for proper job placement.
- Conducted follow up visits for successfully placed clients to ensure mutual satisfaction between client and employer and compiled client placement statistics.
- Provided job skills classes to clients and developed innovative program for assisting clients in finding employment and resume writing
- Managed 4 employees

***Extended Health Services*** – Houston, TX  
***Administrative Assistant***

1997-1998

- Secured recommended services with various social services agencies for clients
- Processed weekly billing
- Scheduled LMSW through contracted Home Care Companies for home visits upon patient discharge

**EDUCATION**

Meremac Junior College – St. Louis, MO  
School of Business Administration  
Webster University – St. Louis, MO  
Houston Community College – Houston, TX  
Principles of Accounting

**SOFTWARE  
KNOWLEDGE**

- Windows XP
- Microsoft Office
- Quickbooks Pro
- Adobe Acrobat Professional
- Dreamweaver
- Microsoft Publisher

References upon request