

Sean Dunning

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FOCUS

Motivated and organized individual seeking an office manager position in order to support team members and expand clientele using professional communication, excellent cooperation, and customer service skills.

SKILLS

- Customer service
- Inventory management
- Operations management
- Detailed and organized
- Pleasant, professional demeanor
- Enthusiastic and resourceful

EXPERIENCE

PERSONA DOCTORS, Maryland and Virginia

Client Services/Operations Manager

October 2013 – April 2020

- Responsible for overseeing 60 employees in eight clinic locations across Maryland and Virginia, including client services, sales, logistics management, staff training, payroll, and human resources.
- Managed clinical operations including new patient consultation and onboarding, OSHA and HIPAA compliance, staff and patient scheduling, and pharmacy inventory control.
- Supervised business support services which included monitoring and responding to notices on multiple media platforms (Better Business Bureau, Yelp, Google, Facebook, and Twitter).
- Helped coordinate public relations efforts with organizers and vendors for community functions including the NBC4 Health & Fitness Expo and Marine Corps Marathon.
- Conducted business analysis and prepared reports, financial statements, and invoices using word processing, spreadsheet, database, and business management software.
- Worked with executive leadership to plan a Covid-19 course of action for the company and customers, setting up virtual platforms to continue to provide services and support.

VERIZON WIRELESS, Frederick, MD

Wireless Sales Professional/Store Manager

July 2011 – October 2013

- Responsible for day-to-day store operations and sales, including opening and closing multiple locations.
- Recognized as a top-tier customer care professional, promoted to shift leader and part-time manager of multiple locations.
- Confer with customers to discuss their mobile phone options and goals to find the right plan and services.
- Kept current with rapidly changing telecommunications market to better inform customers and make suggestions for company profit and service enhancements.
- Submitted detailed and accurate orders and assisted customers with setup and service.
- Develop and maintain professional, collaborative relationships with co-workers and supervisors.

CAST (CENTER FOR AUTISM SERVICES AND TREATMENT), Germantown, MD

Client Care Specialist

July 2010 – July 2011

- Responsible for one-on-one behavioral training and modification with children and adolescents on the autism spectrum.
- Responsible for observation and data tracking to provide to psychiatric care personnel to continuously provide the best possible care plan for clients.
- Proficient in interpersonal skills required to diffuse and de-escalate potentially harmful situations with clients' interactions in groups or the public.
- Highly patient and composed when faced with difficult situations and/or obstacles, maintaining level-headed and objective approach to conflict.

EDUCATION

MILLERSVILLE UNIVERSITY, Millersville, PA

Bachelor of Arts, May 2005

Major: Sociology with Criminology concentration

Minor: Environmental Hazards and Emergency Management

ADDITIONAL SKILLS

- Extensive background in accounts receivable, accounts payable, and payroll processing
- Exceptional written and verbal communication skills
- Ability to deliver and maintain policies and procedures for operations
- Proficiency in Microsoft Office Suite and business management systems
- Results-oriented, committed individual

References will be provided as necessary