

TAMARA DALE

OFFICE OPERATIONS GURU SEEKS NEW HOME

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SKILLS

Revenue Management • Payroll Disbursement • Digital Productivity • Asset Management • Regulatory Adherence • Staff Orientation • Cost Control • Time Management • Policy Management

EXPERIENCE

OFFICE MANAGER

Office Manager | Mulberry, Florida | Jan 2019 - Dec 2023

A small family run company experienced in resinous flooring installation.

- Streamlined payroll process and ensured timely employee payments.
- Managed payments to vendors ensuring invoices were paid on time.
- Managed inaccurate invoicing and implemented a double-check system.
- Handled inaccuracies in banking records and implemented digital reconciliation.
- Handled overlapping employee schedules, frequent project delays, and optimized employee scheduling system.
- Managed outdated HR records and digitized HR files.
- Faced inventory shortages, frequent discrepancies, and streamlined inventory ordering processes.
- Ensured compliance issues, managed regulatory gaps, and developed a compliance framework.
- Processed WOMB certification and optimized document preparation.
- Managed outdated workers comp policies, conducted a thorough review, and enacted policy changes.
- Updated General Liability and auto policies and negotiated lower rates.
- Managed incomplete project records, streamlined file management, and implemented a digital filing system.
- Managed low social media strategy, revitalized social media interactions, and executed targeted campaigns.
- Optimized front desk operation, handled reception inefficiencies, and increased service.

CONTACT LENS TECHNICIAN/OPTICAL TECHNICIAN

Dr. Kevin Henne | Winter Haven, Florida | Jan 2011 - Dec 2012

Small independent optometrist office with optimized patient numbers.

- Improved patient satisfaction in the contact lens department.
- Streamlined the contact lens ordering process.
- Facilitated complex insurance negotiations.
- Managed patient preparation for the doctor by optimizing pre-exam procedures.

- Ensured company compliance with new health laws, developed compliance strategies, and conducted regular audits.
- Implemented a new computer system to resolve issues with outdated record-keeping methods

EDUCATION

BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION WITH A CONCENTRATION IN ENTREPRENEURSHIP AND A MINOR IN PSYCHOLOGY

Southern New Hampshire University | Online | Expected: Mar 2025