

CRYSTAL JOHNSON



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Beaufort, SC 29906

PROFESSIONAL SUMMARY

17 Year of Management experience. Enthusiastic Administrative Manager eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding administrative task. Motivated to learn, grow, and excel. Along with extensive experience recruiting, developing and managing staff. Expert in planning and organizing activities consistent with agency goals and mission. Focused Operations Manager bringing several years of experience in day-to-day business operations management. Adept at liaising with key clients, accounts and external business stakeholders to build rapport and drive retention. Ready to apply demonstrated streamline processes to increase efficiency and reduce costs. Focused on promoting safety and productivity across multiple business lines. Advanced knowledge of applying trend analysis to create value for customers and profitability for company.

SKILLS

- Administrative management
- Administrative support experience
- Administrative oversight
- Administrative ability
- Administrative expertise
- Strong administrative proficiency
- Administrative staff supervision
- Administrative duties
- Administrative Policy Development
- Multi-unit operations management

WORK HISTORY

360 Landscaping LLC - Supervisor of Administration *Beaufort, SC • 03/2012 - Current*

- Carefully selected, developed and retained qualified staff, as well as trained over 50 new staff annually
- Created annual goals, objectives and budget and made recommendations to reduce costs
- Administered, directed and coordinated activities of agency
- Expertly planned, coordinated, organized and directed all operations
- Ensured accuracy of public information and materials
- Direct installation of improved work methods and procedures to achieve agency objectives
- Sourced and implemented new performance appraisal process
- Provided thorough supervision for day-to-day operations of facility in accordance with set policies

EDUCATION

DeVry University

Charlotte, NC • 01/2016

Bachelor of Science: Healthcare Administration with Concentration Management

Beaufort High School

Beaufort, SC • 05/2005

High School Diploma

- and guidelines
- Regularly evaluated employee performance, provided feedback and assisted, coached and disciplined staff as needed
- Developed and managed budget and revenue expectations while actively seeking ways to eliminate or reduce expenses
- Revised policies and procedures in accordance with changes in local, state and federal laws and regulations
- Reviewed and approved timecards for processing by payroll department
- Analyzed facility activities and data to properly assess risk management and improve services.

3T MRI At Belfair - Administrative Clerk (Temp.)

Bluffton, SC • 07/2020 - 12/2021

- Manage over 50 customer calls per day by answering multi-line phone system and transferred callers to appropriate department or staff member.
- Manage and assisting every customer that enter facility that come from far or near. Also responding to customer inquiries and needs.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Coordinated and maintained impressive office organization to keep facilities efficient, organized and professional.
- Check in patients and assisting with there needs

Steinmart - Manager

Beaufort, SC • 02/2008 - 02/2012

- Provided thorough supervision for day-to-day operations of facility in accordance with set policies and guidelines
- Regularly evaluated employee performance, provided feedback and assisted, coached and disciplined over 40 staff as needed

Cato - Manager/ Key holder

Beaufort, SC • 03/2005 - 01/2008

- Carefully selected, developed and retained qualified staff, as well as trained over 20 new staff
- Banks Runs, Register count down, open and close

business

- Implemented standards and methods to measure effectiveness of agency activities.