

Dana Matthews Operations & Office Manager Conyers, GA | danapratt83@gmail.com | (770) 820-1360 | LinkedIn: [Your Link]

PROFESSIONAL SUMMARY Operations and Office Manager with 15+ years of experience across corporate, service, and hospitality industries. Expert in overseeing business operations, finance (AP/AR), payroll, vendor relations, and staff supervision. Recognized for streamlining workflows, improving efficiency, and driving customer satisfaction.

PROFESSIONAL EXPERIENCE

Doctor Electric, Inc. – Conyers, GA Operations Manager | Jan 2023 – Aug 2025 - Managed payroll, collections, scheduling, and advertising initiatives. - Oversaw accounting functions using QuickBooks and Excel. - Developed and executed social media campaigns, increasing customer engagement. - Optimized vendor scheduling and communication, reducing operational downtime.

Aramark – Remote, GA Service Coordinator / Onboarding Specialist | Feb 2022 – Jan 2023 - Scheduled vendors and coordinated issue resolution for multiple client sites. - Processed 1,000+ AP/AR transactions monthly with accuracy. - Collected and verified vendor compliance documents (W-9, COI, banking). - Supported onboarding, ensuring vendor readiness and improved service delivery.

Alliance Health – Conyers, GA Front Desk Check-In / Insurance Verification | May 2018 – Jan 2022 - Checked in patients and verified insurance for accuracy. - Collected co-pays and processed payments efficiently. - Scheduled patient appointments and managed front desk operations. - Delivered professional service to enhance the patient experience.

Toys“R” Us – United States Call Center Representative | May 2016 – Apr 2018 - Handled customer calls for orders, status updates, and inquiries. - Maintained high satisfaction scores and resolved customer issues efficiently.

Pratt Electric – Conyers, GA Office Manager | Jan 2011 – Oct 2014 - Led daily operations for 25 staff, including administrative and technical teams. - Processed 1,500+ monthly invoices (AP/AR) accurately. - Coordinated cross-department workflows to ensure timely project completion. - Implemented operational policies to improve efficiency and customer service.

Folks Restaurant – Conyers, GA Assistant Manager | Jan 2003 – Oct 2014 - Managed daily restaurant operations, including scheduling and inventory control. - Handled AP/AR for 12 locations with timeliness and accuracy. - Supervised and trained staff, improving overall team performance.

KEY SKILLS Operations: Workflow Management, Scheduling, Vendor Coordination, Payroll Finance & Admin: Accounts Payable/Receivable, QuickBooks, Expense Management Technology: Microsoft Office Suite, Salesforce, Google Analytics, HRIS Leadership: Staff Training, Team Supervision, Negotiation, Change Management Marketing & Communication: Social Media Campaigns, Email Marketing, Web Strategy