

**Army – CPOL Resume | 20,000 Characters total**

Name  
address  
city, state, zip  
USA

Email: email  
Phone: 555-555-5555 (h)  
Work: 555-555-5555

**WORK EXPERIENCE**

**xx/xx/xxxx – Present. Insurance Group. AGENT/OWNER, city, state,  
Supervisor: John Jones, 555-555-5555; Contact: Yes. Salary: \$xx,000 pr yr  
Hrs per wk: 50**

LEAD AGENT for a multi-line insurance company. Generate new business sales in excess of \$5,000 per week, and manage and oversee customer service, policy service, personnel management, and day-to-day operations in an insurance agency with over \$1,000,000 in annual premiums. Aggressively developed a profitable agency and a cohesive team of professionals from a starting point of 0 policies to over 750 policies. Develop new work methods, organizational structures, management processes, and program administration procedures.

MARKETING MANAGER: Develop and strategically plan all marketing for the agency. Initiated and directed an auto insurance marketing plan resulting in selection as auto insurance Salesman of the Year for two years.

SUPERVISOR / PERSONNEL ADMINISTRATION: Hire, manage, train, and evaluate an eight person staff. Write position descriptions and performance standards. Develop plans and integrated operations inspection programs to ensure that all policies are input to a proprietary computer system in a timely, efficient manner.

CUSTOMER RELATIONSHIP MANAGEMENT: Initiated Internet-based policy and customer management system, and database-oriented customer contact system increasing efficiency by 30%. Interact with diverse customers on a daily basis.

xx/xxxx – xx/xxxx. 4th BDE, 75th Division, USAR, TEAM CHIEF (Major / 0-5), US Army, city, state, Supervisor: Susan Smith, Phone: Unknown; Hrs pr wk: 40

TEAM CHIEF: Directed the implementation of a newly developed Ground Forces Readiness Enhancement concept designed to ensure Reserve Component units trained and evaluated their performance to the same standard as Active Component units. Analyzed the mission and taskings outlined in Operations Plans (OPLANS) and command guidance to develop, adapt, modify, rewrite, coordinate, and implement OPLANS, Operation Orders, Memorandums of Instruction, and Standard Operating Procedures used to accomplish mission requirements of this startup unit.

Built a high performance work unit from diverse individuals.

**xx/xxxx – xx/xxxx. U.S. Army-Europe (USAREUR), 1st TMCA, 14th Transportation BN, COMMANDER MOVEMENT CONTROL TEAM (MAJOR). US Army city, state. Supervisor: John Jones. Phone: Unknown**

**TRANSPORTATION AND LOGISTICS MANAGEMENT:** Supervised and monitored the training of military and civilian personnel assigned or attached to a professional transportation coordination team in direct support of the Southern European Task Force (Airborne) with an operational 96-hour recall mission throughout the European Command (EUCOM) area of operations, arranging and monitoring the movement and transportation of thousands of personnel and equipment and other goods annually. Managed the Foreign Military Sales and Force Modernization programs. Trained and mentored subordinates in traffic management.

**ADVISOR:** Furnished staff and technical advice and assistance to U.S. Forces in theater or deploying to the theater on all matters involving large scale movement of freight (equipment and materials), passengers, personal property (household goods, baggage, and vehicles), for all transportation management requirements to guide in obtaining the most efficient freight, personal property, or passenger transportation services at the most economical cost, commensurate with the services required to complete the operation, and meet safety and security requirements, as well as the mission and program requirements. Analyzed and advised on transportation and logistics requirements and conducted various logistics and transportation management studies. Constantly reviewed operations to streamline and standardize processes.

**MOVEMENTS:** Organized and directed surface and air movements for personnel and classes of supply throughout the European theater. Planned and directed the overall transportation management program, developed, adapted, and implemented policies and plans to support the operations. Ensured high customer service levels and monitored provisions for necessary logistical support for all activities. Led the redistribution and retrograde of equipment within Theater, to the USA, and to points south of Italy, during the broad range draw down of forces in Europe. Developed and implemented emergency and contingency plans for readiness tests, exercises, and special programs. Provided review and judgment on proposed changes to all areas of the USAREUR Movements Control System.

**PLANNING MANAGEMENT AND OPERATIONS:** Coordinated plan development with higher headquarters and supported tenant units. Received and evaluated freight rates, reviewed procedures and operations of subordinate command components to ensure adherence to established peace and wartime policy, compliance with regulatory and STANAG criteria, and that maximum economy was obtained in providing transportation services. Developed a Statement of Work and authored a comprehensive SOP / manual for customer use.

**CONTRACT MANAGEMENT:** Evaluated carrier performance for contract and military transportation assets. Interfaced with Surface Deployment and Distribution Command (SDDC) and Central Army Group (CENTAG) based units for surface movement of exercise and deployment traffic into and out of SETAF Area of Operations. Represented the organization's position in disputes, such as disagreements over rates and charges. Oversaw and studied the

general development, application, and impact of transportation management programs, policies, and operations including freight, personal property, and passenger movements.

Maintained working knowledge of transportation requirements and systems for international movement. Provided guidance for contract administration, supply, storage, distribution, or inventory management and contract methodology for the procurement of specific transportation services. Initiated an innovative plan designed to save \$100K annually using organic assets for intra-theater troop movements.

CUSTOMS: Supervised and evaluated the Branch Movement Control Team (BMCT) consisting of Italian and US civilian employees supporting Italian Customs clearance and management of contract civilian transportation assets. Coordinated liaison between shippers and customs officials. Maintained knowledge of hazardous materials regulations. Monitored and cleared freight through customs for the commissary system in the region.

DEPLOYED to Germany in support of Joint Task Force Support Hope for humanitarian relief in Rwanda; directed movement of personnel and all classes of supplies from worldwide locations via various modes of transport into the operational area. Directed the staff section in charge of logistics for the Joint Task Force (JTF J4) for the tasking and monitoring of aircraft assets moving humanitarian relief supplies into Kigale, Rwanda.

**xx/xxxx – xx/1994, USAREUR, 21st TAACOM, 1st TMCA, 14th Trans BN, BATTALION EXECUTIVE OFFICER (Major), US Army, Italy. Supervisor: Jim Smythe. Phone: Unknown. Hrs pr wk: 55**

SECOND IN COMMAND of Movement Control Battalion; controlled all surface and air movements of personnel and all classes of supply including household goods into and out of Southern Europe and Northern Africa. Worked with Surface Deployment and Distribution Command (SDDC) through a subordinate unit, Movement Control Team (MCT) Italy, to ensure timely surface movements into theater. Advisor to the Commander and higher headquarters regarding the development and implementation of logistics and transportation movement solutions and to aid in decision making. Maintained continuous customer support and conducted meaningful training despite rapid turnover of key personnel and leadership shortages. Represented the organization at Army-Europe planning conferences and exercise meetings. Managed the internal management control program.

TRAINING: Managed budgeting and allocation of appropriated funds worth \$7 million. Created an environment of total customer satisfaction, incorporating tough, realistic training.

TRANSPORTATION MANAGEMENT: Supervised the implementation and usage of Transportation Coordinator's Automated Information for Movement System (TC-AIMS) which greatly enhanced the deployment capabilities and response times of all SETAF units streamlining entry of vital movements data into the Joint Operability Planning and Execution System (JOPES). Developed a rigorous inspection program ensuring that all battalion data processing equipment and software had the proper certification and met usage requirements. Served as a SME, providing regular input to SETAF logistics section (G-4) on transportation issues unique to

operations between SETAF and units assigned to central Europe. Directed, conducted, and oversaw the completion of detailed studies.

Directed the turn in, inventory, and appropriate disposal of hundreds of computers. Monitored receipt of new equipment, storage, issue and software certification issues.

**PERSONNEL ADMINISTRATION:** Developed a strategic plan to gain staffing for newly developed Air Terminal Movement Control Team (ATMCT) Aviano. Supervised and evaluated military and civilian personnel up to the grade of GS-13. Communicated the CEO's strategic plan, mission, vision, and values to the staff and integrated the plan into the unit's strategies, goals, objectives, plans, and services to tenant and supported units. Articulated and communicated to the staff the mission, assignment, project, problem to be solved, actionable events, milestones, and deadlines for all aspects of battalion planning and operations. Furnished policy guidance and technical advice to the command's staff and subordinate command elements and higher headquarters staffs to include 1st TMCA, USASETAF, and USAREUR. Developed policies and procedures to improve the overall function of staff. Motivated and coached staff to exceed objectives.

**Xx/xxxx - xx/xxxx. USAREUR, 21st TAACOM, 1st TMCA, CHIEF, COMBAT EQUIPMENT BRANCH (MAJOR). US Army, Germany. Supervisor: COL Lyons. Phone: Unknown. Hrs pr wk: 45**

**TRANSPORTATION OPERATIONS / THEATER MOVEMENT CONTROL CENTER EXECUTIVE OFFICER:** Developed, coordinated, and managed a movement plan and logistics criteria for approximately 3,000 major end items to CONUS and to pre-position sites in Livorno in support of Return from Europe (RETROEUR) operations. Supervised and evaluated 6 personnel. Worked closely with Surface Deployment and Distribution Command (SDDC) (formerly Military Traffic Management Command) for identification of surface assets required for movement. Conducted on site surveys, planned and hosted meetings and in-progress reviews (IPR's) to coordinate and finalize plans for unit movements.

**POLICY MANAGEMENT:** Inspected for conformance to policy, regulatory, and program requirements, and recommended advised on, or initiated corrective actions as needed. Coordinated the efforts of subordinate Movement Control Battalions assigned to 1st TMCA stationed in 2 countries to ensure timely identification, preparation, clearance, and movement of major end items to port and final destination. Coordinated and directed Exercise REFORGER 92 (managed logistics personnel, resources, property accountability, transportation, customs, security and safety programs, and established procedures for emergency response and changing program requirements).

**OPERATIONAL MANAGEMENT:** Analyzed and interpreted complex situations and progress to meet operational schedules, modify directives, and expand and maintain an effective supply program. For example, monitored the shipment of all heavy equipment to Germany and back to the US, with shipment via rail, ship, and air cargo. Managed the movement of high volume (over 35,000) large vehicles from Europe to the USA. Prepared and presented monthly status briefings to the 21st Theater Army Area Command (TAACOM) commander.

## PREVIOUS ASSIGNMENT

US Army, Cadet Command (xxxx - xxxx) - Assistant Professor of Military Science (CAPTAIN),  
US Army

**ASSISTANT PROFESSOR OF MILITARY SCIENCE:** Prepared and presented formal platform / classroom and field training material in support of the Army Reserve Officers Training Corps (ROTC) curriculum to 3rd year ROTC cadets. Instructed and trained cadets in preparation for their attendance and evaluation at ROTC summer camp.

Delivered innovative, intense training resulting in the highest percentage of superior ratings of schools assigned to the Brigade. Interfaced with college administration personnel for distribution of assets and ROTC department participation in university events increasing both the number of cadets receiving tuition assistance and unit presence in university functions. Monitored advertising budget expenditures.

**EVENT COORDINATOR:** Planned and executed the annual Military Ball attended by Cadets, Cadre, university administration, and local civilian and military VIPs. Organized conferences and other meetings, as needed.

**RECRUITING OPERATIONS:** Served as Battalion Recruiting Operations Officer for one year and exceeded recruiting requirements set by higher headquarters by 30%.

**PERSONNEL ADMINISTRATION:** During summer training periods, deployed to Ft Riley, KS and served as Platoon Tactical Officer managing the evaluation, counseling, and movement of 48 member cadet platoon. Analyzed operational and developed operating resource requirements ensuring adequate supplies (acquisition, storage, receipt, and shipment as required). Managed the supply room and served as the Property Book Officer; accountable for government and university property and expenditures for 2 budgets.

## EDUCATION

Central University (xxxx)

city, state

Degree: MA - Major: International Relations

GPA: 3.70, Semester Hours: 33

Midwestern University (xxxx)

city, state

Degree: BA - Major: Business Administration

GPA: 3.1, Semester Hours: 66

XYZ High School (xxxx)

city, state

Degree: Diploma

## ADDITIONAL INFORMATION

### CERTIFICATION

Motorcycle Safety Foundation, xxxx

Rider Coach certification. Instruct motorcycle safety classes (from the platform) through the Motorcycle Safety Foundation (six classes annually, through the local college).

### AWARDS

Salesman of the Year, xxxx, 2nd award, Auto Insurance

Meritorious Service Medal, xxxx, 3rd Award

Humanitarian Service Medal, xxxx, for participation in Operation Support Hope

Army Achievement, xxxx, 3rd award

### TRAINING

Command and General Staff College, xxxx, Ft Leavenworth, KS

Transportation Officer Course, xxxx, Ft Eustis, VA

School of Cadet Command, xxxx, Ft Monroe, VA

Combined Arms Services Staff School, xxxx, Ft Leavenworth, KS

Force Modernization Staff Officer Course, xxxx, Ft Leavenworth, KS

### LANGUAGES

German, Basic Italian

### PROFILE

Seventeen years of military experience in transportation and providing strategic logistical support with expertise in strategic planning, DoD doctrinal and transportation policy development processes, supply chain management, customer relationship management, program management, event planning and coordination, liaison, and training / instruction, as well as automated logistics systems.

Provided regulatory guidance for the interpretation, application, and implementation of new or changed policies or regulations. In-depth knowledge of garrison goals and objectives (Army Europe), sequence of timing of critical program events and milestones, and methods to evaluate program accomplishment.

Employed advanced management principles, data compilation, and the development of recommendations to affect current sources, infrastructure, and future requirements. Managed transportation, distribution, deployment, infrastructure, and processes cost benefit analyses to improve theater operations and shortcomings.

Developed and led the integration of near, mid, and long term programs and installation strategic plans for various operations, i.e., training, logistics, and transportation. Control and execute

budgets over \$7 million and inventory worth approximately \$70 million including large vehicles. Monitored movement operations.

Trainer, Instructor, and Briefer; poised public speaker and confident leader. Shape and form talented working teams.

Conducted and oversaw the conduct of complex studies to meet management's initiatives. With an MA in international relations and completion of the Command and General Staff College, employed advanced management principles, and developed recommendations to affect current sources, infrastructure, and future requirements. Worked in intense pressure and high visibility positions.

Developed, planned, evaluated, and advised on traffic management policies and programs; conducted special studies and worked on projects in specific functional areas, using advanced quantitative and qualitative analysis; and/or studied the general development, application, and impact of traffic management programs, policies, and operations.

Management level knowledge of neutral country border clearance requests, hazardous materials shipment, transportation requirements and systems for specific geographic areas, various specific transportation programs, i.e., freight, personal property, and/or passenger (for air, railroad, and ships); contract administration, supply, storage, distribution, or inventory management; knowledge of program operations to identify and define requirements for the use of automated systems; and knowledge of contract methodology for the procurement of specific transportation services.