

# Tondra Magretta

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## OFFICE MANAGER / BUSINESS ADMINISTRATOR

– Instrumental in creating the office systems that facilitated the growth of a tractor equipment company from a \$1 million to a \$8 million enterprise –

Loyal and accomplished professional experienced in setting up and managing office operations that include staff hiring, training and supervision, payroll, accounts receivable and payable, financial reporting, data management, inventory, equipment, and office systems. Exceptional leadership, organizational and problem solving skills. Recognized by staff as a fair but flexible manager – consistently maintained low turnover. Strong computer and software proficiencies. Additional capabilities in:

New Business Development... Benefits Administration... Regulatory Compliance... Event Planning & Management... Banking Relations... Office Procedures... Lease & Fleet Operations...

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## EXPERIENCE & ACHIEVEMENTS

ARMADILLO PARTS & SERVICE INC., Richardson, TX

1990–Present

### Operations Manager (1996–Present)

Oversee all daily operations that include administrative, financial, and equipment inventory of up to \$1.5 million and employee training in a company that has grown to 64 employees. Act as plan administrator for a \$2.3M 401(k) plan, and manage all benefit and insurance plans. Simultaneously serve as software administrator. Supervise a staff of 4 assistants, and work with other department managers to meet company objectives.

- ✓ Improved financial, management and customer reporting capabilities by co-leading implementation of an open data base connectivity (ODBC) system that facilitated use of Microsoft software. Saved \$20,000 by hiring consultant to help with installation and provide administrator training.
- ✓ Planned and coordinated a golf outing and an awards ceremony for employees and 200+ customers to celebrate award for top sales by an equipment dealer and to show customer appreciation.
- ✓ Helped to open 2 satellite offices in NY, provided training on computer system and inventory functions.

### Operations Manager / Business Partner (2000–2002)

Concurrently helped owner diversify business and helped to convert a convenience store into a new liquor store (Cool Cactus Wine & Spirits). Acted as full partner in new business venture.

- ✓ Set up new QuickBooks system, point of sale (POS) system and inventory management controls.
- ✓ Organized marketing and advertising promotions, and established a discount program for customers.

### Office Manager (1993–1996)

Promoted to take on increasingly progressive responsibilities as company underwent a growth phase. Hired and trained new office staff, and delegated administrative duties.

- ✓ Fully automated office operations. Researched computer systems and worked with an external consultant to implement a fully networked UNIX system. Trained for 6 months and became company systems manager.
- ✓ Developed new inter-departmental policies and procedures to ensure seamless operations, reduce inefficiencies and improve productivity.

### Administrative Assistant (1990–1993)

Recruited by former manager at Southwest Tractor to set up and handle administrative functions for a 3-month old company with 6 employees.

- ✓ Created policies and procedures for all office and inventory functions, introduced filing system, tracked customer orders and implemented a multi-line phone system.

*Earlier Experience: Southwest Tractor Corp. (Assistant to Branch Manager)*

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## PROFESSIONAL DEVELOPMENT

RICHARDSON COMMUNITY COLLEGE – School of Business Learning, Richardson, TX  
Courses in MS Excel, Word, Access and Outlook, QuickBooks and UNIX systems