

Thomas Spargo
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PROFESSIONAL EXPERIENCE

Site Manager, Oce Business Services, San Francisco, CA 2006-2007

- Managed the daily operations of the Facilities, logistics and reception services.
- Managed a staff of three and their payroll issues.
- Ensured compliance with the company's policies, and contractual requirements.
- Planned strategies to improve service and site operating efficiency.

Purchasing Assistant, Adecco Technical Services, Santa Clara, CA 2005-2006

- Processed purchasing requisitions, resulted in saving \$1000 / week.
- Saved hours of work for the buyers by organizing the filing draw system.
- Researched and updated the vendor database..

Site Manager, Oce Business Services, San Francisco, CA 2001-2004

- Organized, directed and controlled all daily activities for the client.
- Exceeded client's expectations by implementing a great work ethic.
- Planned & directed site resources to provide all outsourcing services for the client.
- Managed the staffing needs of the site and the payroll.
- Improved client communication by developing an effective signage system.
- Reduced mistakes to zero by matching shippers with the corresponding shipments.
- Expedited the release of shipment of goods in customs to the customer.
- Reduced cost by 60% per month by implementing a new efficient postage machine
- Saved the client 25% of service repair expenses a month.

Customer Service Representative, Pitney-Bowes, San Francisco, CA 1999-2001

- Managed all postal duties, including postage machine, expedites and mail.
- Resolved cross departmental issues.
- Picked-up and distributed medical records and nuclear medicine reports.
- Distributed specimens to and from the Pathology laboratory.
- Sorted all incoming mail, distributed inter-office and incoming mail.

Customer Service Rep., CA State Automobile Association, S.F., CA 1996-1999

- Maintained stock inventory of \$25,000 for the district office.
- Advised members on their trip itineraries for the shortest or preferred route.
- Provided quality control trip-tics for the members.

EDUCATION

B. S. Business Administration / Management, SJSU, San Jose, CA
Project Management Certificate, San Jose State University, San Jose, CA
Communication, Problem Solving & Team Bldg Certificate, NOVA, Sunnyvale, CA
Effective Speaking & Human Relations Certificate, Dale Carnegie, Campbell, CA