MICHAEL KAYSER

BUSINESS OPERATIONS & ADMINISTRATION

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PROFESSIONAL SUMMARY

Versatile business operations and administrative professional with more than a year of experience at PB Roofing and additional experience in banking, retail management, customer service, records, payroll coordination, and business systems. Hands-on background spanning employee administration, process improvement, estimates and invoicing, customer communication, technology support, and day-to-day office operations. Known for taking ownership, learning systems quickly, and keeping accurate documentation in fast-moving environments.

CORE SKILLS

Business Operations • Office Administration • Customer Service • Staff Leadership • Hiring & Training • Payroll & Timekeeping • PTO Administration • SOP Development • Records Management • Sales Support • Invoicing & Estimates • CRM / Business Software • Microsoft Excel, Word & PowerPoint • Data Entry • Inventory Control • Conflict Resolution • Technology Support

PROFESSIONAL EXPERIENCE

PB Roofing | General Manager / Business Operations | Odessa, TX **2025 - Present**

Promoted into the General Manager role in 2026 after contributing across company operations, administration, customer service, and business systems for more than a year.

Oversee day-to-day operations supporting Texas and New Mexico activity, including staff coordination, records, payroll inputs, timekeeping, PTO tracking, and customer communication.

Support hiring, onboarding, training, disciplinary documentation, employee separations, and workforce-agency matters while maintaining organized personnel and business records.

Develop SOPs, workflow guides, policies, forms, and internal processes to improve consistency, accountability, and communication across the company.

Assist with estimates, invoices, payments, project tracking, events, community outreach, inventory needs, and company technology and software administration.

Banking Intern | West Texas National Bank | Odessa, TX **Mar 2026 - Jul 2026**

Completed a banking internship processing customer transactions, handling cash, balancing drawer activity, answering account questions, and supporting routine branch operations.

Used banking systems and detailed documentation while maintaining confidentiality, accuracy, and professional customer service in a regulated environment.

Trading Post Manager | Buffalo Trail Scout Ranch | Fort Davis, TX **Jun 2021 - Present**

Manage customer service, sales, inventory, merchandising, cash handling, staff training, and daily operations in a high-volume seasonal environment.

Coordinate stock control, replenishment, merchandising, and operational needs while maintaining accurate cash and inventory records.

ADDITIONAL EXPERIENCE

Operations & Guest Services Associate | Cinergy Entertainment | Odessa, TX

Supported guest service, transaction processing, inventory accuracy, issue resolution, and safety standards in a high-volume entertainment environment.

Cook / Host | IHOP | Odessa, TX | 2024

Provided guest service, coordinated orders, handled competing priorities, and supported fast-paced front- and back-of-house operations.

EDUCATION

The University of Texas Permian Basin - Accounting Studies, In Progress **Odessa, TX**
Odessa College - Associate Degree, General Studies | Summa Cum Laude | GPA 3.7+ **May 2023**