

MICHAEL KAYSER

BUSINESS OPERATIONS | ADMINISTRATION | MANAGEMENT

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PROFESSIONAL SUMMARY

Operations and administration professional with hands-on experience managing day-to-day business functions, employees, customer relationships, records, payroll/timekeeping support, hiring and discipline documentation, process improvement, and business technology. Experienced working across departments rather than within a single narrow function, with a strong record of learning new systems quickly, building practical SOPs, and keeping people, information, and workflows organized.

CORE COMPETENCIES

Operations & Administration

Office operations • SOPs • scheduling • records • vendor/customer coordination

Customer & Sales

Customer service • sales • issue resolution • relationship management • community outreach

People & HR Support

Hiring • onboarding • training • discipline • termination paperwork • employee relations

Business Technology

Microsoft Office • Excel • CRM/business systems • estimating/modeling tools • shared files

Financial & Recordkeeping

Invoicing • payment tracking • payroll/timekeeping support • cash handling • reconciliation

Management

Staff coordination • policy implementation • process improvement • event planning • cross-functional support

PROFESSIONAL EXPERIENCE

General Manager | PB Roofing | Texas & New Mexico Operations

2026-Present

Direct day-to-day office and business operations, coordinating staff, customer communication, project records, scheduling, documentation, and business systems across company functions.

Participate in hiring, onboarding, training, disciplinary actions, terminations, and employee documentation; prepare and maintain policies, write-ups, forms, and internal procedures.

Develop and maintain SOPs and process documentation; work with Texas Workforce Commission matters and organize personnel, compliance, payroll, PTO, and timekeeping records.

Support estimating, invoicing, payment tracking, project management systems, company email/shared files, IT administration, vendor coordination, events, and community outreach.

Banking Associate | West Texas National Bank | Odessa, TX

2026

Processed customer transactions, balanced cash, maintained accurate account and transaction records, protected confidential information, and followed banking controls and procedures.

Used banking systems including Precision and Integrated Teller while delivering high-volume customer service and resolving routine account and transaction issues.

Trading Post Manager | Buffalo Trail Scout Ranch | Fort Davis, TX

2021-Present

Managed seasonal retail operations including sales, inventory, cash handling, staff training and coverage, stock levels, customer service, recordkeeping, and day-to-day issue resolution.

Additional Experience: Operations & Guest Services Associate, Cinergy Entertainment - Odessa, TX | Cook & Host, IHOP - Odessa, TX

EDUCATION & CREDENTIALS

Associate Degree, General Studies | Odessa College | 2023 | Summa Cum Laude | GPA 3.7+

Undergraduate accounting and business coursework in progress | CompTIA professional certification

TOOLS & SYSTEMS

Microsoft Office & Excel | CRM and project-management systems | estimating/modeling software | payroll/timekeeping platforms | business email and shared-file administration | banking/teller systems