

Senior Operations Manager

ROBERT SMITH

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Objective

Strong security background and noteworthy track record of maximizing resources and streamlining operations. Adept at developing effective processes and directing complex operations for large elements. Skilled at leading and coordinating numerous internal divisions and external agencies to ensure common mission readiness and success. TS/SCI security clearance.

Skills

Leadership Training and Development, Policy Implementation, Communication, Data Analysis Dedication.

Work Experience

Senior Operations Manager

ABC Corporation - November 2015 - November 2016

- Managing four separate lines of business consisting of Tech support, E-mail work, Order Entry and Customer Service.
- Responsible for meeting with the clients to discuss performance, areas of opportunity, successes and actions.
- Interviewing and hiring representatives, planning, assigning and directing work.
- Providing coaching for success to representatives as well as Team Managers and rewarding when success has been achieved.
- Oversee and manage performance goals in order to make necessary process adjustments and ensure that policies, procedures and standards are followed.
- Responsible for reporting and sustaining profitability for BPO such as Bill to Pay, occupancy and contribution margins.
- Leading Team Meetings as well as one on one sessions to discuss performance, areas of opportunity and resolution actions/ developing plans Assisting in managing the Quality Process, which includes the number of monitoring completed.

Senior Operations Manager

ABC Corporation - 2013 - 2015

- Senior Operations Manager Responsible for the P&L for a 3rd party logistics operation supporting the worlds largest restaurant supply company.
- Responsible for the receipt, warehousing and distribution of product to stores and E-commerce customers.
- Responsible for a 2-shift operation consisting of 3 direct reports and 60 hourly employees.
- Directly coordinates with the customer to ensure timely service, special requirements and timeliness in all product shipments.
- Ensures that all warehouse operations are in compliance with OSHA, company, and customer safety and quality guidelines.
- Responsible for the hiring, training, and retention of all hourly employees.
- Leads, manages and develops subordinate members of the leadership team for personal and professional growth..

Education

International Business - September 2006(Clarion University - Clarion, PA)