

Robert Smith

Assistant Operations Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Financial Operations & services manager with 7 years experience of increasing responsibility in financial management, customer experience sales and services, operations management and team member development. Looking for the next level opportunity in Operations & financial management and providing support on extensive projects involving the development of products, services & team member growth utilizing my experience in management skills, team member leadership, strategic analysis & project planning.

WORK EXPERIENCE

Assistant Operations Manager

ABC Corporation - August 2005 - January 2007

Responsibilities:

- Responsible for coaching and development of new personal bankers and customer service and sales representatives on sales and quality service of clients. Lead and direct a team of 7 bankers to provide business solutions to meet client needs and recommendations.
- Inspecting and Monitoring workload efficiency to ensure branch needs are met to the required standards. Maintaining Monthly Staffing schedules for bankers.
- Analyzing daily financial sales and credit reports targets for upper management review.
- Conducting observational feedback for strategic coaching with bankers and tellers on customer service experience.
- Assisting service manager on dual control task for cash movements reporting -ICOM cash ordering, ATM cash loading, cash buy/sell from teller line and vault balancing.
- Organizing key meetings for round table discussions for success and improvements. Daily calls to discuss execution plans for important product focus & implementation.
- Random check-ins to ensure contacts requirement levels are met daily.

Assistant Operations Manager

Trek Bicycle Corporation - 2000 - 2005

Responsibilities:

- Directly responsible for all products ordered by customers to be picked up, shipped, and delivered accurately and efficiently on a daily basis.
- Effectively manage all receiving aspects of the company, including bikes and bike parts.
- Interview, train, develop, and evaluate personnel including Group and Cell Leadership roles.
- Ensure all non-conforming material (NCM) projects are completed quickly and efficiently.
- Evaluate and improve distribution center processes through continuous improvement and 5S.
- Address any freight carrier issues with immediate resolutions to provide

SKILLS

MANAGEMENT SKILLS

Team Building
Leadership, Staff
Forecasting.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)