

Robert Smith

Business Manager

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SUMMARY

More than 8 years successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, staff support, from the beginning. 20+ years Management experience Possess solid computer skills /10 key.

SKILLS

QuickBooks, Deltek GCS, WordPerfect, Adobe PageMaker, Adobe Acrobat, Microsoft Office Suite

WORK EXPERIENCE

Business Manager

ABC Corporation - January 2012 - June 2014

- Responsible for corporate office management, including all facets of business reporting directly to the CEO.
- Assist in negotiating client contracts, oversee revenue collection, monitor cash flow, and prepare monthly and annual financial reports to the CEO.
- Perform human resource (hr) functions including timesheet processing and resolution of employee concerns related to job placement and company benefits.
- Offer accounting support in areas of accounts payable and receivable, payroll, and cash disbursements.
- Address and resolve client inquiries to ensure superior standards of service.
- Improved organizational efficiency by designing and implementing new filing systems.
- Entrusted to serve as office manager with responsibility for smooth and productive daily operations.

Senior Contract Administrator

ABC Corporation - December 2004 - December 2011

- Accurately administered all aspects of awarded contracts, including multimillion-dollar, seven-year task order-based contract for environmental sampling services.
- Coordinated with program and site managers in preparing proposal submissions for clients based on requests for proposals.
- Provided administrative support for projects, supported expense forecasting, and assisted in labor allocation.
- Prepared and submitted weekly reports of actual versus budgeted expenditures.
- Served as office manager to direct daily operations; ensured compliance of all divisions with budget requirements, and reported directly to CEO.
- Functioned as hr manager to process new hires and administer benefits and compensation including payroll processing and cash disbursements.
- Worked closely with the vice president in preparing major bids and proposals.

EDUCATION

A.A. in Business Management - (American Trades Institute) General Course Work - (Roane State Community College)