

# Business Operations Manager

## ROBERT SMITH

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### Objective

High-energy executive who leads organizations through change and challenge to profitable growth. Team leader dedicated to managing operations and projects flawlessly. Able to interface effectively with high-profile business clients, manufacturers, distributors, vendors, governmental agencies and media. Strong leadership competencies; consistently delivering on product vision, strategy and road-mapping.

### Skills

Customer-Focused Service, Strategic Project Management, Brand Building / Development, Market Research & Data Analysis , Presentations & Public Relations, Critical Analysis & Problem Resolution, Multi-tasking & Time Management, Leadership & Team Development, Cross-Functional Collaboration.

### Work Experience

#### Business Operations Manager

**ABC Corporation - 1998 - 2002**

- Managed, hired, and developed staff of 12 support professionals, reporting directly to Head of Global Operations for a diversified global investment firm.
- Oversaw financial software contracts by collaborating with vendors and enforcing terms of agreement, fees, training, and application implementation.
- Planned, organized, and coordinated departmental events including corporate meetings and offsite training and development initiatives consistently delivering results on time and within established budgetary guidelines.
- Eliminated potential business risks by developing and adhering to operating metrics.
- Supervise production of monthly on line and hard copy newsletter.
- Key Achievements Built and managed \$13 million annual operating budget for Global Operations department.
- Initiated and established company wide training initiatives creating presentations, launching programs, and facilitating sessions while enhancing employee morale and sense of team collaboration.

#### Business Operations Manager

**ABC Corporation - 1995 - 1998**

- Business & Operations Manager for the Maintenance and Capital Projects Prime Contractor to GE,
- Duties on this evergreen, \$6-10 million per year project include supervision of Cost Control, Accounts Payable/Receivable, Scheduling, Estimating, manpower, client requirements, e.g. background and government screening programs, OCIP enrollment & business development.
- Negotiated a new 3-yr contract w/GE in Sept, 2003 for the Owners.
- Initiated contracting department to develop sub-contractors to perform off-site work.
- The most recent client is FEMA where we designed/built the new state headquarters as well as designed/build a pilot program of completely self-contained emergency response trailers.