

Mike Smith

Operations Manager

Accomplished and goal-driven Executive offering more than 15 years' extensive experience with management, and tactical business leadership. Offers expertise spanning business administration and change management, achieving optimal results with competent planning, organization, and solutions-oriented approach while driving business growth, profitability, and strategic alliances. Diplomatic leader and analytical thinker able to inspire and cultivate productive working relationships with employees and partners.

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SKILLS

Risk Management

Turnaround Strategies

Market Penetration

Vendor Management

Business Development

Quality Management

Corporate Administration

Finance (Budgeting, P&L)

Organizational Development

Process Improvement

Revenue Generation (ROI)

Planning and Implementation



WORK EXPERIENCE

Operations Manager

Delphus Inc.

10/2016 - Present

Atlanta, GA

The company is focused on mobilizing global program management/optimization including developing and evaluating operational policies and procedures.

- Ensure Management and employees' full understanding of business needs, auditing compliance, tracking progress toward goals, and measuring analytics on P&L and ROI.
- Turned Eastern Region ranking from last to first, deploying month over month plans while maintaining a 98% collection.
- Assist with the development of annual budgets, operational standards, and strategic business goals.
- Administrate P&L via assessment of financial statements, financial data trend analysis, and other performance indicators to assess standing and financial position, in addition to calibrating commensurate operational costs.
- Direct advertising, marketing, & sales programs, including economies of scale; allocate resources across customers & revenues.
- Facilitate the development of the annual budget, operational processes, and strategic business goals, devising tailored proposals for increased efficiency, and reduced operating costs while mitigating production or supply chain issues.
- Engage high-level negotiations, generating lucrative contracts, and build beneficial partnerships with clients via regular, productive communication.
- Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.

District Operations Manager

JLC Company

10/2010 - 09/2016

Washington, DC

- Oversaw 100+ employees, ensuring consistency across policies, procedures, and operating standards in assigned territory.
- Audited and analyzed revenue targets, operational processes, and expense controls across the region.
- Provided global direction, and developed teamwork utilizing sound operating principles to attain regional short-term and long-term financial and operational goals.
- Evaluated production data to plan metrics, make strategic changes towards training and operational standards to drive teams' success in established business plan goals.
- Reviewed daily production schedule with Practice Managers, determining methods for cost reduction, revenue increase, and improved overall performance.
- Increased production of all lines of specialty by \$6.6M+ within a year.
- Worked closely with key personal and management to provide high-quality strategic leadership, implementing plans and policies throughout the specified territory.