

ROBERT SMITH

Operation Manager

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SUMMARY

To obtain a leadership position in the call center operation field that will allow me to improve processes and that will challenge me in that field as well as to help me demonstrate my skills for the benefit of the organization.

CORE COMPETENCIES

Bilingual, Management Experience.

PROFESSIONAL EXPERIENCE

Operation Manager

ABC Corporation - January 2013 – February 2014

Key Deliverables:

- Ensure all Components and Resource Management staff operations comply with the company standards.
- Communicate with all levels of the organization regarding the processes, issues, risks, etc.
- Oversee hiring, scheduling, and staffing ratios for assigned department.
- Supervise and evaluate the work of department Supervisors & Coaches and work with them to manage staff; analyze workflow to improve efficiency.
- Work with other departments to coordinate and ensure proper training, certifications and reviews are appropriately completed.
- Coordinate and prepare for internal audits.
- Oversee departmental supply ordering and adhere to departmental budget constraints.

Operation Manager

ABC Corporation - 2008 – 2013

Key Deliverables:

- I supervised approximately 30 FTEs, performed routine quality inspections, responsible for recruiting and new hire training as well as terminations.
- Conducted daily huddles and monthly meetings.
- Purchase and Inventoried all supplies and equipment.
- Managed day to day operations with safe and standardized processes to meet the clients needs.
- I was promoted to Assistant Director within a year.
- Achieved a 76% HCHASPS rating and maintained an 87% and above Customer Service rating.
- Skills Used Demonstrated excellent leadership skills and brought innovation to the company.

EDUCATION