

Robert Smith

General Manager Of Operations

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SUMMARY

Over twenty years in Supply Chain Management. Promoted to higher levels of responsibility with an exemplary record of reducing costs while continuing to build cognitive teams and infrastructure. Have operational turn around experience.

SKILLS

Inventory Management, Department Management, General Management, District Management.

WORK EXPERIENCE

General Manager Of Operations

DPI Specialty Foods - May 2013 - 2020

- Oversaw the entire production staff,
- Responsible for Customer service via telephone, Internet & face to face, operating a multi-line phone system, scheduling customer appointments.
- Able to boost sales from the prior year by 25% by avidly booking each customer that called for an estimate.
- Able to sort incoming trucks/dumpsters into recyclable bins, resale items, construction waste, and household trash & eliminate unneeded labor hours.
- Successfully transitioned from office manager to recycling manager to general laborer to accountant at all times of the day.
- Responsible for each aspect of finding, preparing, and opening the retail space,
- Responsible for 325 personnel including sales services, warehousing, distribution and logistics, procurement and customer service teams.

General Manager Of Operations

Delta Corporation - 2012 - 2013

- Current General Manager for Bakers Square Managed several restaurants in over 17-year history with company Responsible for maintaining guest .
- The trick to delegation is following up.
- It holds everyone accountable.
- Build and retain quality team members Build bench strength- Last 4 General Managers were from my location.
- Prepare and maintain profit and loss statements, budgets and targets, food and labor costs Ensure compliance with brand and industry standards .
- Interview, hire, train, schedule and terminate employees Ensure compliance with liquor licensing laws as well as local governing law enforcement .
- Abrams& Northwest hwy.

EDUCATION

BS in Sciences and Management Information Systems - 1992(George Mason University - Fairfax, VA)