

Robert Smith

Regional Operations Manager Lead

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SUMMARY

Diligent and resourceful professional offering competency within the full range of administrative procedures. Capably handles competing demands for time and attention while maintaining a positive and approachable demeanor. Articulate communicator with solid interpersonal skills across all levels and backgrounds. Combines a client-focused work ethic with proactive problem solving strengths. Enthusiastic team player with quick-study capabilities, appreciated by others for willingly stepping up to any challenge.

SKILLS

Operations,

WORK EXPERIENCE

Regional Operations Manager Lead

ABC Corporation - August 1985 – July 1994

- Responsible for the day to day operations of seven (7) video stores situated in four (4) states.
- Maintained all required Corporate, Local, State and Federal tax files.
- Provided a variety of reports to Corporate on a weekly basis to include Internal audits, employee Wage, Account Balance, Cash Flow, Sales and Inventory Status.
- Ensured all locations had appropriate video inventory and supplies necessary to operate.
- In addition to the above, the following duties were performed Hired, trained and managed Store Managers and Assistant Managers,
- Provided evaluation and consultation reports.
- Maintained computer hardware and software.

Regional Operations Manager

ABC Corporation - 1984 - 1985

- Managed the implementation and ongoing maintenance of discharge planning program for Gulf Coast region overseeing remote, direct reports in Texas and New Mexico.
- Structured, introduced and trained hospital partners on program.
- Identified areas of improvement in discharge process in individual markets.
- Conducted regular update check-ins with hospital partners and program management before, during, and after implementation.
- Led training sessions with hospital leadership team to introduce program.
- Fostered a positive work environment, conducted annual performance and salary reviews, performance management, recruitment, retention, termination and related personnel actions.
- Presented data metrics to all hospital partners and accounts..

EDUCATION