

ROBERT SMITH

General Manager/Operations Manager

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SUMMARY

17+ years of experience as an Operations Manager. Highly motivated and skilled operational professional with organizational, negotiation and facility coordination skills. A well-established individual with long-term experience as an Operational Manager and Business Partner, including company management and customer service.

CORE COMPETENCIES

New Business Development, Inventory Management, Negotiation, Strategic Planning, Sales Management, Microsoft Office.

PROFESSIONAL EXPERIENCE

General Manager/Operations Manager

ABC Corporation - July 2003 – Present

Key Deliverables:

- Responsible for full-time management of 24/7 business troubleshooting and diagnosing high-end beverage equipment.
- A primary point of contact for all employees and franchise subcontractors.
- Working from the company's inception in a garage and built it to present day success with 500 accounts and revenue of \$2.3 million for the past eight years.
- Directing twelve employees and dispatch technical staff to maintain energy management systems (EMS) and service equipment for 300 franchise subcontractors for the running, maintenance and replacement of restaurant and beverage equipment.
- Responsible for vehicle tracking and phone tracking for quality assurance.
- Scheduling jobs, approve work orders, ensure proper inventory levels within a team framework.
- Running and managing warehouse tracking inventory and inventory order with a monthly Quickbooks report.

Technician

ABC Corporation - May 2002 – June 2003

Key Deliverables:

- Action bullet resistant are specialists in fabricating bullet resistant windows and doors, blast resistant windows and doors, and also non-bullet resistant storefronts and architectural metal systems.
- The company sets the standard for the design & fabrication of bullet-resistant aluminum security storefronts and transactional counter systems.
- Estimated specific cost areas including installation, maintenance, and warranty.
- Designed replacement glass utilizing wet saws, glass cutters and sanders.
- Advised clients about glasses losses and provided options for quick and effective replacement.