

Robert Smith

Assistant Operations Manager

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SUMMARY

Over 4 years of experience as an Operations Manager. My career objective is to find a position that utilizes my experience in executive-level support and customer relations. proven track record of organizational and problem-solving skills. Adept at managing multiple projects simultaneously while maintaining composure and a sense of humor.

SKILLS

Forklift Operations, Basic Electricity 101 Certification, Class B Cdl, Hazmat Training, First Aid And Certified.

WORK EXPERIENCE

Assistant Operations Manager

ABC Corporation - May 2011 - November 2013

- Responsible for the administration, maintenance and overall management of business pertaining to the website, the database, employees, vendors/contractors, customer service, graphic design, print production, email marketing campaigns and event development.
- Work with the content and editorial teams, I coordinated and implemented new site initiatives including new campaigns and social media platforms.
- Adopted all-graphic design and print production aspects for cpi.
- Developed processes to support the progression from one hosted event to the next.
- Facilitated the launching of two new cpi websites, which included many complex problems solving issues.
- Developed and implemented the customer service department and fielded all inquiries.
- Adjust content of sales presentations by studying the type of sales outlet.

Business Administrator

ABC Corporation - May 2009 - May 2011

- Managed a team of database researchers, maintained and improved the database platform, created HTML for email campaigns, planned and prepared cms and web content production and management.
- Accomplishments due to an executive-level position departure, I took the initiative to learn all business operational procedures.
- This included solving the website and database related technical issues.
- Career-coached multiple clients to advance from self-employed to business ownership.
- Authored three nationally endorsed ebooks on the business model for success for the advancing small business, start-ups, the performing artist and integrative medicine.
- Assessed, developed and implemented measured progress/outcomes for annual strategic plans.
- Defined target market and fostered results-oriented relations with small business owners, entrepreneurs, and artists.

EDUCATION

BA in Business Administration - 1986(University Of Houston - Houston, TX)Diploma- (Community College of Southern Nevada)Diploma- (Dagupan City National High School)