

# ROBERT SMITH

## Sales Operations Manager III

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Seeking a challenging position in Operations that allows me to contribute my vast experience, problem solving abilities, and analytical skills in a growing corporation.

### EXPERIENCE

#### Sales Operations Manager III

##### ABC Corporation - AUGUST 2008 - SEPTEMBER 2010

- Successfully managed the integration of multiple Sales Operations teams for different multi-million dollar brands into one team responsible for several different entities.
- Submit vendor agreements for our 25-30 largest customers for legal review to proactively redline any potential areas of risk and/or exposure and to work with both Customer Service and Logistics to ensure company's ability to satisfy all service level requirements.
- Updated position profiles, complete with work instructions, for the entire department.
- Create accruals for all brands, validating deductions, and working jointly with the Finance Team to gather supporting documentation to dispute any unapproved promotions and/or chargebacks and report to executive management all variances and their root causes.
- Create various financial and distribution reports for senior management Customer Service Manager Improved efficiencies and processes in all measurable areas while reducing payroll by over 25%.
- Successfully disputed deductions with Wal-Mart and Amazon.com on a consistent and ongoing basis.
- Ensured the timely entry of all orders, invoice creation, and validation of deductions and chargebacks.

#### Sales Operations Manager

##### ABC Corporation - 2007 - 2008

- Managed development and implementation of a new B2B website and online portal supporting order entry processes and managing content on the site to meet customer and sales team needs.
- Increased efficiency of field sales team by leading the development and roll-out of a new sales rep portal for order entry and internal communications.
- Developed transition strategies, timelines and plans for change programs based on department impacts.
- Drove sales through management of customer service and sales operations teams.
- Hired and developed new team of dealer service representatives handling strategic and independent retailers including REI, Dicks