

# **ROBERT SMITH**

## **Operations Manager I**

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### **SUMMARY**

Over 5 years of experience as an Operations Manager. Distribution Operations Management with notable leadership skills marked by incremental achievements, direct to store, direct to consumer, and logistics within the supply chain distribution arena.

### **CORE COMPETENCIES**

Microsoft Office, Staff Training, Edge And Impact Weapon Instructor, Loss Prevention, Executive Protection, Event Management, Brand Management, Project Management.

### **PROFESSIONAL EXPERIENCE**

#### **Operations Manager I**

**ABC Corporation - September 2013 – November 2016**

##### **Key Deliverables:**

- Developed and executed appropriate staffing and budgetary plans to align with business forecasts.
- Analyzed and responded to departments and business reporting to drive company cost objectives.
- Continually coached and developed teams to success by providing feedback focusing on behaviors and results that drove learning and performance.
- Improvement team across 2nd shifts resulting in a building 99.85% accuracy result.
- Notable improvements were a 9% reduction in 2% errors and an average gross margins of 20% to 30%.
- Led a customer-centric lean team in reducing non-financial store return credit to the customer by +60% from 84 hours to a sustainable 24-36-hour window.
- Achieved highest competency ratings on annual performance reviews in problem-solving/decision making, team focus, active communications, positive impact, be the customer, think talent, innovate and reinvent and executing for results.

#### **Operations Supervisor**

**ABC Corporation - June 2011 – August 2013**

##### **Key Deliverables:**

- Supervised operations throughout 3 shift distribution facility with ultimate accountability for the performance of 2 work leads and 65 associates.
- Role placed considerable focus on the primary gap of developing leaders and the execution of process and flow improvement plans.
- Conducted strategic analysis of reports anticipating volume, payroll, weekly and monthly operational budgets.