

Robert Smith

Team Manager II

PERSONAL STATEMENT

Dedicated management professional with over 18 years of experience in operations, customer and shared service environments across various industries. Strong business acumen in areas of SAP and Oracle ERP integration and all aspects of process/project management.

WORK EXPERIENCE

Team Manager II

ABC Corporation - 1996 - 2006

Responsibilities:

- Assisted in hiring the starting positions for the Muncie Facility.
- Hired and managed 80 temporary positions during a six month period.
- Managed multiple teams of 10-25 representatives.
- Direct phone volume tracking of inbound/outbound calls.
- Managed and reported inbound call abandon rate.
- Responsible for all administrative tasks including timesheets, attendance records, audits (internal and external), and call monitoring.
- Prepared monthly and quarterly incentive bonus plans.

Team Manager

ABC Corporation - 1993 - 1996

Responsibilities:

- Marketing Personal Loans.
- Managing two Team Leaders with 15 Members.
- Credit appraisal of customers.
- Handling Corporate.
- Giving updated product training to the team members Recruiting new trainees and giving product training Monitoring the team leaders and teams members Arranging loan melas Achievements Achieving 100% of growth in Sales.
- Successful & consistent in doing a business volume of more than 100 lacs Every Month.
- PROFESSIONAL MARKETING (Kotak Mahindra Primus Ltd) Chennai Professional Marketing Services is Direct Selling Associate For Kotak Mahindra Primus Ltd(A division of Car Loans).

Education

B.A. in Economics and Psychology - 1989(Indiana University
Bloomington - Bloomington, IN)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Microsoft office, 10-key
calculator, inventory,
invoice entry.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)