

# ROBERT SMITH

## Director Of Business Operations/Supervisor

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To obtain a position offering progressive responsibility, where proven capabilities will enable to contribute to the company's objectives. Experience in a multi-unit environment, knowledge of retail or restaurant industry operations and financial reporting.

**1997 - 2014**

### **DIRECTOR OF BUSINESS OPERATIONS/SUPERVISOR - ABC CORPORATION**

- Responsible for collection of annual campaign pledges, collecting 95% to 96% each year.
- Prepare monthly financial reports which include Income & Expense, Balance Sheet and Collection Analysis.
- Responsible for chart of accounts maintenance, account reconciliation, and general ledger account analysis.
- Prepares monthly, quarterly, and annual journal entries, verifying appropriate account and accounting methods.
- Oversee investment management to ensure highest rate of return and minimum risk on investments.
- Responsible for all aspects of procurement.
- Sell stock and provide information to donors regarding stock donation.

**1998 - 2002**

### **DIRECTOR OF BUSINESS OPERATIONS - DELTA CORPORATION**

- Business closed due to ownership retirement Responsible for the total profit and loss of company Sold all key accounts Negotiated and structured.
- Managed Outreach & Compliance and Call Center departments, consisting of nearly 30% of the organization - Reduced time to work claims from 15 days to.
- Chicago, IL 2002 to 2004 A full-service architecture, engineering, and construction management firm servicing the private and public clients.
- Director of Business Operations Led a staff of 20 direct reports - property managers, work order desk, accounting staff, and office personnel.
- Reduced vendor accounts receivable 40% after implementing operational process improvements.
- Directed and collaborated on a variety of large consulting engagements including Chicago Public School facility management program and credit card.
- Assistant Ticket Office / Business Manager (8,500 Seats) INTERESTS Family, church, sports (baseball, basketball, football, soccer, golf), coaching.



## EDUCATION

B.A. in Multi-Disciplinary Studies - (Siena Heights University - Benton Harbor, MI)

## SKILLS

Project Management, Program Management.