

ROBERT SMITH

Jr. Business Services Manager

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SUMMARY

Pragmatic, analytical, and uniquely qualified Data Warehouse Manager. Also, expert Senior Business Analyst and Project Management leader with 13+ years of distinguished hands-on experience in delivering comprehensive business solutions, leading system engineering/administration, system deployment, and process engineering for turnaround and high-growth organizations.

SKILLS

IT Project Management Technology Deployments & Enhancements.

WORK EXPERIENCE

Jr. Business Services Manager

ABC Corporation - October 2013 – May 2015

- Responsible for the implementation and launch of a new Title Insurance tool called ResWare bringing, on the first year.
- Served as a liaison between the Business and the Technical team regarding requirements gathering, new products implementation, reporting requests, legacy systems enhancement or replacement.
- Acted as a SME for the ResWare software data model, Resware configuration and integration with offshore partners, legacy systems data model and SSRS data replication.
- Worked on having an unified and integrated platform that will help on implementing Data Marts.
- Project Managers, Report Writers and Business Analysts leader.
- Mentored new developers and mediated issues between the Business users and the Technical team.
- Championed the role of BSA for all company projects.

Business Services Manager

Delta Corporation - 2010 – 2013

- Supervised and trained customer service representatives.
- Analyzed data such as performance indicators, assisted in planning operations and making business.
- Responsible for day-to-day tasks including advertising, training and establishing clientele, and ensuring quality of product distributed.
- Assisted the director of the firm in planning for resource needs, setting overall direction and implementing successful business strategies.
- Effectively ran branch for 90 days.
- Sold employment services B2B.
- Negotiated contracts, networked, developed long term relationships, designed curriculum, taught classes.

SCHOLASTICS

- MS in MBA - January 2008(UFRJ - Rio de Janeiro, RJ)