

ROBERT SMITH

Jr. Business Process Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Astute relationships builder. Innovative, results-driven Business Solutions and Procurement Systems Champion. 15+ years of progressive experience, with successful track record in Implementation & Rollout, Process Improvement, Team Building, Project Delivery, Business Intelligence and Customer Delight. Recognized as a hands-on, proactive consultant/ manager who can rapidly identify business bottle necks and patiently drive appropriate change protocols. Unique ability to keep a cool head while sitting in the frying pan.

CORE COMPETENCIES

Purchasing, Negotiation, Contract Management, Management, Safety.

PROFESSIONAL EXPERIENCE

Jr. Business Process Manager

ABC Corporation - January 2005 – April 2007

Key Deliverables:

- Sourcing Process Consultant for M&A.
- Process improvement and consolidation, gap analysis and definition of optimal future state, including Ariba Buyer implementation and PeopleSoft integration, supplier enablement, process improvement, change management, documentation and customer training.
- Program Manager for Procurement Sarbanes-Oxley (SOX) compliance.
- Project Manager for roll out of Procurement Card, and Business Travel Card programs.
- Implemented and managed department communication platforms, including website, web data-repository, meeting management and instant messaging tools.
- Responsible for client sports-related activity and Platform Tennis.
- Wrote processes and procedures, managed procurement, scheduling, invoicing and day-to-day operation for this commercial HVAC Construction and Service .

Business Process Manager

Delta Corporation - 2003 – 2005

Key Deliverables:

- Development of business and software requirements for implementation of updates/improvements to the Xerox Supplies back office ERP systems (Oracle, .
- Managed projects via the Software Development Life Cycle, Agile, & Scrum.
- Change management initiatives to achieve customer acceptance of new concepts.
- Quality control plan development.
- Supporting the Escrow group in with conversions of letters from current process to Online Letter Writer in MSP Modification software to work in .
- Lead role in their Multi-Channel Transformation Project, one of their most strategic projects that they have had for several years.

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- Included analyzing existing processes, discovering and modeling improved, more efficient methods.

EDUCATION

- MBA in Supply Chain Management - (University of San Diego - San Diego, CA)