

# Robert Smith

## *Business Process Manager II*

### **CONTACT DETAILS**

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### **SKILLS**

SAP, Finance,  
Accounting, Project  
Management, Program  
Management, Strategy  
Development.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## **PERSONAL STATEMENT**

Over 12 years of experience in the Software Quality Assurance field. Well acquainted with the Testing Life Cycle and Software Development Life Cycle (SDLC) methodologies - Waterfall and Agile. Possess good leadership qualities and able to work with culturally diverse teams. PROFILE: Hands-on leader with strong experience in managing teams and testing process-planning, execution, tracking and reporting.

## **WORK EXPERIENCE**

### ***Business Process Manager II***

**ABC Corporation - September 2006 - December 2008**

#### *Responsibilities:*

- Managed a team dedicated to testing Run-the-Engine (RTE), Application, Process, Internal process enhancements projects.
- Maintained quality assurance standards, processes and managing quality improvement activities.
- Responsible for analyzing existing processes and implementing best practices.
- Implemented "strong controls" to ensure process and procedures are followed as per audit and compliance guidelines.
- Marketing Operation main testing point of contact for all other departments for in Chase Card Services.
- Represented my QA group in Change Request meetings.
- Generated reports/graphs using Quality Center and presenting the same to upper management and stakeholders.

### ***Business Process Manager***

**Delta Corporation - 2002 - 2006**

#### *Responsibilities:*

- Handled all financial reporting duties including commission forecasting and expenditure analysis.
- Created and enhanced customer facing processes and projects for the US Card Collections portfolio.
- Identified and implemented improvement initiatives for issue resolution and risk mitigation to ensure compliance with business standards and industry .
- Skills Used Business Process Management certified with expertise in MS Office applications Policy and Procedure documents, Flow charts, SIPOC, CTQ, .
- Evaluates operations departments, then collaborates with the department manager to create and drive productivity enhancements through process .
- Key Results Identified the need for, and implemented, a dedicated communication channel for clients utilizing the Affordable Care Act (ACA) product.
- Modified or created processes for tracking ACA clients through each stage of production Onboarding Information collection Data entry

Auditing .

## **Education**

MBA in Management of Information Systems - (Temple University - Philadelphia, PA)