

# ROBERT SMITH

## Sr. Business Process Manager

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### SUMMARY

Obtain a leadership position where skills are a value add to the organization and, in turn, the organization fosters an environment for my professional growth.

### SKILLS

Office Suite, Citrix, Project Management, Team Building, Leadership Development, Technology.

### WORK EXPERIENCE

#### **Sr. Business Process Manager**

DUPONT, DEPARTMENT OF AVIATION - 2012 – 2020

- Dedicated to finding sustainable, innovative, market-driven solutions.
- Business Process Manager Results driven and team oriented Dynamic Business Process Manager with experience in implementing business process improvements through the innovative use of integrated systems and Six Sigma concepts.
- Drive business process improvements through the innovative use of integrated systems.
- Coordinate the effective, compliant and optimal use of crewmembers for daily operations such as trips, standby duty, operational check flights, standardization flights, training, vacation, meetings and special assignments.
- Report safety hazards and safety performance deficiencies.
- Ensure crew passports are updated and coordinate visa applications are completed and received for International flights.
- Coordinate and schedule crew training events as to comply with FAA regulations.

#### **Business Process Manager**

Delta Corporation - 2003 – 2005

- Operations manager with focus on credentialing processes for placement of mental health professionals.
- Managed staff, Reports to principal of company.
- Led and manage the production of 17 distinct world-class folding and fixed blade knives designed for collectors, hunters, the U.S.
- Military Special Forces, and other users.
- Responsibilities and accomplishments include Coaching and participating with 12 direct reports including business unit managers and team leads to .
- methodology Developing and training of direct reports, team leaders, and other personnel Guiding a 13% increase in profitability from my start date, .
- Responsible for managing team of customer service representatives answering inbound calls  
Actively motivate and manage team to achieve monthly metric .

## SCHOLASTICS

- Bachelor of Science in Business Administration - 2000(Pennsylvania State University)