

# ROBERT SMITH

## Lead Business Process Manager

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### SUMMARY

11 years experience mobilizing improvements in operational procedures utilizing various principles of Agile Business Process Management, PMBOK, Lean Six Sigma and Continuous Improvement in a data-driven, service environment, providing measurable advancements in client satisfaction, process efficiency and profitability.

### CORE COMPETENCIES

Team Leadership, Business Process Improvement, Project Management, Relationship Management.

### PROFESSIONAL EXPERIENCE

#### Lead Business Process Manager

**Crandall, Pierce And Company - March 2004 – 2020**

#### Key Deliverables:

- Evaluate, design, execute, measure, monitor and control operational processes within an Agile BPM framework while leading several key strategic initiatives to establish and maintain firms place as a prime source of investment decision-making tools and information.
- Developed and implemented processes to lead transition from print to digital product platform, increasing profitability by 40% and reducing product delivery time by 25%.
- Established licensing partnerships with top index providers such as S&P Dow Jones Indices, Merrill Lynch and Wilshire Associates, expanding research library by 67%, while maintaining consistent product delivery time.
- Managed relationship with the nations 7th largest bank from pre-sale to launch, resulting in the highest annual new business sales revenue in company history.
- Implemented concurrent product development projects using DMADV methodology, increasing monthly website activity by 35% and annual renewal rates by 15%.
- Formulated business intelligence metrics and employed a combination of value stream mapping and a harmonization of PMBOK and DMAIC methodologies on multiple process improvement projects, including Strategically targeted the independent advisor market segment, capturing 26% of new business revenue and 61% of new clients since 2011.
- Actively sourced higher quality, lower cost data, reducing annual research costs by 25%.

#### Business Process Manager

**Delta Corporation - 2002 – 2004**

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### Key Deliverables:

- Project Streamline of Business Process - European Market Achievements Project; processed empirical data derived from interviews of industry experts,.
- Subject Matter Expert for GESMP, GCM, Cataloging, ERS and over shipment Managed team of over 9 Business process associates delivering projects .
- Successfully led the implementation of the New Product Development (NPD) software system for the entire business segment Established NPD procedures .
- Established new Business Process Management department to redesign, implement, and improve business processes to optimally support strategic .
- Completed organizations first corporate process evaluations, and worked with technology and business teams to identify requirements and pain points .
- Internal clients include Business Intelligence, Human Resources, Accounts Payable, Project Management, and Membership Development.
- Introduced process ownership for business units to own continuous improvement of redesigned processes.

### EDUCATION

BA in Economics - (Monmouth College - Monmouth, IL)

