

# ROBERT SMITH

## Project Team Lead III

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Recruited, supervised and developed up to 15 direct reporting project team employees, including hires/terminations, employee development, coaching, .

## EXPERIENCE

### Project Team Lead III

#### ABC Corporation - DECEMBER 2013 - DECEMBER 2016

- Worked directly with the Operations Manager to maintain a personnel structure and staffing level to accomplish the mission in an effective and efficient manner.
- Planned and coordinated work, trained and motivated monitors.
- Ensured performance evaluations of associates; ensures their ability to safely operate equipment.
- Oversaw team building activities increasing associate engagement, as illustrated by the team building workshops and the voice of the client challenge.
- Enhanced business analytics targeting sales, retention, and technical lost business trends, allowing the team to make superior, informed business decisions.
- Improved client retention through the development of innovative proactive campaigns, as displayed by the multi-control campaign, which retained \$160,000 in annual revenue with one phone call.
- Initiated original pilots targeting real problems, such as the creation of the proactive retention jurisdiction pilot, the proactive newly formed businesses pilot, and the referrals project.

### Project Team Lead

#### Delta Corporation - 2012 - 2013

- Managed team supporting the Customer Assistance Loss Prevention Forms Automation system.
- Key application features include Customer reages and pay by phone for delinquent and up-to-date accounts.
- Managed projects through the SDLC methodology addressing any project issues that would affect budget, quality or timing.
- Arlington, VA Sub to Lockheed Martin; clients at the Pentagon, Navy Annex, Rosslyn and National Capitol Region Project Team Lead Registered .
- Managing up to 24 installs per day using Altiris, PC Transplant, and Microsoft 2003 Server Manage inventory of over 1000 assets using Quickbase, .
- Organized project work for characterizing plastic wastes imported from Ghana and worked with a two project teams to develop a

polymer blend able to .

- Led team that created the College to Careers program, the centerpiece of City Colleges Reinvention program and a focus of the Rahm Emanuel 2015 re-

## EDUCATION

- BS- (Morristown High School - Indianapolis, IN)

## SKILLS

MS Office, MS Office, Sap, HotDocs, Arcgis.