

# Business Services Manager

## ROBERT SMITH

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### Objective

Experienced in leading multi-units within Education, Franchise, and Hospitality in diverse markets. Developed systems/processes and provided COO leadership for a private investment lead school ownership group, Schools. Excelled in franchise relations and unit growth with Great Clips.

### Skills

Recruiting, Human Resources, Business Management.

### Work Experience

#### Business Services Manager

**ABC Corporation** - 2008 - June 2015

- Supervised 15 direct reports and 200 indirect reports across seven offices in two regions to handle all human resources and administrative matters.
- Assisted staff with career development, goal setting, scheduling, and mentoring.
- Provided recruiting support and on-boarding for new staff and conducted annual performance evaluations.
- Handpicked for special project that involved assessing and remediating performance of Colorado and Texas Regions during times of turmoil.
- Provided training and implemented policies and procedures that improved quality.
- Functioned as regional recruiter and collaborated with management team in coordinating staff transfers, evaluating salary requirements, performing conflict resolution and disciplinary actions.
- Created tracking document for new hire on-boarding and training that includes all organization divisions and departments.

#### Business Services Manager

**Delta Corporation** - 2010 - 2013

- Met one-on-one with business customers to identify talent development and attraction issues.
- Including supervising contract staff activities related to recruiting and sourcing talent.
- Implemented unique sourcing strategies to engage.
- Led services team focusing on top 32 services accounts in PA, NJ, DE, and MD.
- Team achieved 100% customer retention and significant revenue growth.
- Provided management for two public, at-risk elementary schools.
- Managed fiscal operations in excess of \$20M, including accounting, budget development and administration, banking transactions, contracting.

### Education

Bachelor of Arts in Human Resource Management - (OTTAWA UNIVERSITY - Phoenix, AZ)