

Chief Operations Officer/Office Manager

ROBERT SMITH

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Objective

Result driven, customer oriented professional with 15 plus years of management experience in both call center and retail environments. I have a keen knowledge on how to effectively balance all aspects of relationship management, employee relations/development, data analysis, sales goals. workforce optimization and ongoing process improvement.

Skills

Customer Service, Recruiting, Training, Team Building,.

Work Experience

Chief Operations Officer/Office Manager

Alliance Supply Group LLC - April 2012 - 2019

- Work cohesively with the CEO while managing the companys day-to-day operating activities.
- Develop short-term and long-range strategic business goals to be executed by Senior Management.
- Manage all budget constraints and other financial commitments.
- Establish performance expectations for all areas of the business Assess policies and procedures to determine best practices.
- Allocate the appropriate resources to all business channels.
- Seek new business relationships with manufacturers to reduce cost of our product.
- Maintain a solid business relationship with all of our clients to exceed expectations.

Chief Operations Officer

ABC Corporation - 2010 - 2012

- Managed multiple departments and directly managed a staff of 56 employees in daily operations that included Information Technology, Hospitality, Recreational Services, Utilities, and Retail Maintained the Generated Power Plant and sub systems for the.
- Designed and installed a successful local area network where none previously existed.
- Constructed a new Internet domain to include a new web site and email at that new domain.
- Designed and developed an effective web site.
- Trained all employees with Windows XP, MS Office, Word, Excel, MS Access, and Internet Explorer, which greatly increased the usability of information technology and cut costs.
- Located employee benefits and assisted employees with their selection of employee benefits.
- Utah State Licensed Drinking Water Operator Utah State Licensed Wastewater Operator National Certification for swimming pool operators.

Education

Management Science - (Lincoln University - Lincoln, PA)