

# Associate Director Of Operations

## ROBERT SMITH

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### Objective

The background reflects that proactive operations leader with a history of developing and executing programs and policies that deliver positive change. The pursuit of new opportunities, Pleased to apply leadership capabilities, knowledge of Lean Six Sigma practices, and ability to effectively drive large programs to impact the growth and success of your company.

### Skills

Management, Operations, Content Management, Consulting, Consulting, Budget Management, Team Building, Vendor Relations.

### Work Experience

#### Associate Director Of Operations

**ABC Corporation** - January 2010 - May 2014

- Directed operations, including administration, policy creation and movement and billing for 6,500+ students as a key leader of 3rd party manager for George Mason.
- Subsequently hired directly by the school and contributed as a member of the leadership team.
- Served as interim director of housing for 8 months. Managed a \$3M operating budget and 75+ staff.
- Recognized with increased levels of authority and autonomy owing to exceptional operating expertise and contributions to school success.
- Held numerous positions over tenure culminating in a final role as Associate Director.
- Administered contracts with 3rd parties and served as a member of the contractor selection committee.
- Responsible for creation and adherence to operating and capital budgets.

#### Associate Director Of Operations

**Delta Corporation** - 2006 - 2010

- Associate Director of Operations and project manager at a start-up company that provides technology, broker-dealer services with compliance features,
- Enabled third party portal platforms, which have deal flow and private investors, to comply and complete financial transactions within SEC / FINRA.
- Reported to the Director of Operations.
- Operations and Project managers are responsible for the onboarding of clients by working with application developers, broker/dealer compliance and finance.
- Responsible for the SE territory to manage the medical evaluation process for veterans Compensation and Benefit disability claims.
- Provide leadership in all areas of operations including operations staff, provider relations, claimant customer service, financial goals, development.
- Successfully increased delivery of 2,200 completed cases per month to the Veterans Administration during the period of significant Veteran Case backlog.

## Education

Master of Arts in Interdisciplinary Studies - (GEORGE MASON UNIVERSITY - Fairfax, VA)