

# Robert Smith

## *Business Center Manager II*

### PERSONAL STATEMENT

Professional manager with record of success in outside sales, sales and territory management, marketing/advertising in Wholesale/Retail and Agriculture and Consumer Electronics. Creative problem solver with ability to drive revenue growth, resolve conflict, improve moral and consistently exceed profit and sales goals.

### WORK EXPERIENCE

#### ***Business Center Manager II***

**ABC Corporation - October 2011 - December 2012**

##### *Responsibilities:*

- Responsible for managing the overall operations at a FedEx Office print and ship center, including supervision of team members and the administration of center sales performance, profitability and customer experience objectives.
- Also be required to perform functions normally performed by Team Members within the Center.
- Achieve company objectives for sales and profit performance and customer experience objectives within the Center.
- Direct supervision of team members, including responsibility for Hiring of all team members and monitoring new hire orientation procedures Training and evaluating the efficiency and productivity of team members by establishing performance standards and objectives; conducting regular Operations Reviews and Performance Appraisals and making recommendations for wage increases and promotions, when applicable; ensuring execution on all people related initiatives (i.e. bench planning, climate survey follow up).Initiating disciplinary procedures, as necessary, for team members, up to and including termination of employment.
- Ensuring compliance with Standard Operating Procedures (SOP) as immediate supervisor of team members.
- Ensuring a positive customer experience.

#### ***Business Center Manager***

**Delta Corporation - 2006 - 2011**

##### *Responsibilities:*

- Production Manager | Production Scheduler Managed work flow of 250-300 jobs per month on average.
- Efficiently allocated resources to meet customer deadlines while maintaining high levels of profitability.
- Purchased print media, advertising materials and supplies through over 120 vendor relationships.
- Simultaneously managed resources for multiple jobs to prevent bottlenecks and other issues that may arise.
- Responsible to institute the Business Plan for the Aero Division of Danville.
- Have 14 direct reports with 374 union technicians that report to my

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### **CONTACT DETAILS**

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### **SKILLS**

Competent, Supervisory,  
Time management.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

department.

- Maintain budgets for Engineering, Maintenance and Manufacturing  
Achieve all business metrics for the department and plant Formed  
development plans .

## Education

MBA in Exec - 2003(California Coast University)