

Robert Smith

Operations Officer III

PERSONAL STATEMENT

Consummate human relations/resources professional with over 25 years experience in Equal Opportunity and Special Programs planning, implementation, budgeting and evaluation.

WORK EXPERIENCE

Operations Officer III

ABC Corporation - February 1996 - May 1999

Responsibilities:

- Supervised 14 personnel and provided tactical and strategic expertise to the Chief of Staff as Non-Commissioned Officer for all V Corps air assets in the European Theater during war games exercises and peacetime missions.
- Planned, coordinated and supervised activities pertaining to organization, training, combat operations and combat intelligence; coordinated implementation of operations, training programs, and communications activities.
- Conducted plans and advised on the implementation of new ideas, procedures, processes, methods and approaches of substantial scope and complexity in areas of productivity, quality management, and continuous improvement initiatives.
- Provided advice on the development of the V Corps Aviation office strategic plan.
- Taught organizational behavior and dynamics in the workplace.
- Implemented and monitored budgetary and accounting policies and systems and advised superiors on significant changes in objectives and/or measurements.
- Optimized use of resources and fulfilled long and short term requirements with regard to capital expenditures and training.

Operations Officer

ABC Corporation - 1991 - 1996

Responsibilities:

- Sandy Spring, Maryland.
- Various positions including Claim Vice-President, Senior Underwriting/Operations officer.
- Following the establishment of a pooling arrangement in 1997 with Liberty Mutual, and subsequent merger, served on the due diligence team handling mergers and acquisitions, while managing the corporate integration process.
- Handled human resources, staff development/training and corporate culture.
- Implemented a "customer experience" focus and behavioral strategy.
- Growth through M & A initiatives from \$90 million to \$1.2 billion in revenue over a 3 year period and 4 acquisitions.

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

MS Office, Ms Word, Ms Excel, Ms Powerpoint, Windows 8, Windows Xp, Windows Xp.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

- Nattrass Resume .

Education

Doctorate in Management Organizational Leadership -
2009(University of Phoenix Phoenix - Phoenix, AZ)