

Robert Smith

Associate Director Of Operations

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

SUMMARY

Associate Director Of Operations leads assigned departments Automated Call Distribution Center (ACD), Provider Support Analysts (PSA), Rapid Site Deployment (RSD) and Mobile Medical Program (MMP). Manages quality, timely, cost effective solutions from a project and analytical perspective to assigned units. Ensures departments meet budget, operational and contractual performance goals and service level agreements (SLAs).

SKILLS

FINRA Series 7, FINRA Series 63, CFA Level 2 Candidate.

WORK EXPERIENCE

Associate Director Of Operations

ABC Corporation - September 1989 - November 2009

- Directed Operations of National level museum, including security, facilities and grounds maintenance, retail, admissions, and special events management, and museum collection activities.
- Performed all aspects of management, including personnel hiring, department set up, and fiscal duties.
- Maintained security for national level museum with over 15 million dollars of artifacts, including cctv installation and maintenance, burglar alarm installation and proximity sensor maintenance.
- Also supervised security staff of volunteer and contracted staff.
- Managed all operations of museum and acted as Manager on Duty on weekends and holidays.
- Planned and constructed an average of 5 major exhibits annually.
- Maintained and set up all audio-visual equipment for museum and maintained and operated museum theatre, including high definition projection and Blue Ray technology.

Associate Director Of Operations

Delta Corporation - 1987 - 1989

- Manages ACD, PSA, RSD, MMP team leaders to ensure achievement of goals and objectives including quality; timeliness; customer service and cost
- Responsible for meeting or exceeding expected performance for each operational unit
- Develops and maintains strong effective working relationships with internal and external business partners to gain feedback and modify operations for efficiency and to ensure customer satisfaction
- On a monthly basis meets with leaders to share performance metrics and opportunities for improved performance
- Ensures operational compliance and reporting requirements are routinely provided (at least monthly) to leadership on business unit performance
- Work closely with Operations Director and other business development leaders to write emerging business workflows to support bids and proposed lines of business.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

certificate in Heating, ventilation - (Highline Community College - Burien, WA)