

# Robert Smith

## Business Center Manager

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## SUMMARY

Extensive operations leadership and project management experience. Adept at training and supervising staff, recommending solutions to improve processes, and implementing effective programs to streamline productivity. Experienced in the design and implementation of policies and procedures, as well as consistently assessing operational needs to impact performance.

## SKILLS

Transportation, Sales, Management, Team management.

## WORK EXPERIENCE

### Business Center Manager

ABC Corporation - September 2014 - October 2015

- Managed 20k sqft facility and total operation control.
- Maintained vendor compliance of federal laws, regulations, and up-to-date with technology.
- Established business contracts and improved current contracts.
- Increased company profits by regulating to the profit and loss statement.
- Monitored and implemented successful market strategies to increase profit margins.
- Oversaw the preparation of program management and productivity reports and studies and utilizes these reports to make recommendations for efficient allocation and use of resources.
- Selected Achievements Negotiated vendor contracts, increasing capacity 65% and customer service.

### Business Center Manager

Delta Corporation - 2009 - 2014

- Managed the Concierge desk and Business Center Created presentations and spreadsheets, made .
- 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.
- Manage daily operations for business center and package center Assist hotel guests with presentation media, communications, copy and print needs, .
- Over seeing the Hotel Business Center at the Hyatt regency Embarcadero.

## EDUCATION

Master of Business Administration - (University of Nebraska - Lincoln, NE)