

# ROBERT SMITH

## Business Operations Manager I

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### SUMMARY

Accomplished management professional with over eight years of business and operations management experience in the oilfield services and drilling/production industries.

### CORE COMPETENCIES

Quickbooks, Microsoft Office.

### PROFESSIONAL EXPERIENCE

#### Business Operations Manager I ABC Corporation - 2012 – 2016

##### Key Deliverables:

- Managed full scope of day-to-day business operations including employee relations, benefit programs, recruitment, selection, orientation, performance reviews, motivation, mentoring and training of employees to develop skills and maximize productivity.
- Created company handbook and all company policies and procedure.
- Identify process improvements, procedural challenges and implement appropriate solutions.
- Evaluated and enhanced workflow to implement best practices, reduced cost and increased staffs motivation and satisfaction.
- Maintains comprehensive working knowledge of all systems, policies, and procedures.
- Planned and organized production/collection activities.
- Develop, maintain and extend trust to my team, customers and suppliers.

#### Business Operations Manager ABC Corporation - 2010 – 2012

##### Key Deliverables:

- Created and implemented superior cross-functional risk-based processes and procedures for the West Division, focused on vendor management, enhanced customer experience, process improvement, and bad debt reduction.
- Led 7 regional finance teams, standardizing and enhancing Comcast agent and customer experience by simplifying internal and customer-facing processes; reinventing the customer experience and how its measured.
- Business Operations Manager, Managed headcount, forecast vs. budget analysis, and project planning for all Collections and Accounts Receivable functions, and redesigned custom reports and reporting packages to provide insight to financial processes and timelines.
- Drove the successful initiative to consolidate and centralize seven regional finance processes into a single division process.

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- Provided strategic, day-day and long-range operations leadership to each of the finance vendors and seven markets in the West Division, insuring minimal process defects and an environment of scalability and repeatability.
- Developed and implemented new vendor Statements of Work (SOW), multiple RFP, and created a standardized playbook and performance scorecards..

### EDUCATION

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