

ROBERT SMITH

Senior Vice President

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Results-oriented Senior Vice President with over 6 years of leadership and business innovation experience. A visionary who enjoys creating and executing strategies that achieve procurement, supply chain, and business goals. People-centered leader dedicated to cultivating talent. Adept at critical thinking, contract negotiations, and supplier management. To obtain a full-time position that will allow me to utilize my education, experience, professional skills, and unique personal qualities.

CORE COMPETENCIES

Web Content Management, Business Management, Business Development, Project Management, Product Development, Customer Support

PROFESSIONAL EXPERIENCE

Senior Vice President

ABC Corporation - November 2014 – April 2016

Key Deliverables:

- Shipped over 700 loads at over a \$1,000,000 in revenue that resulted in \$157,000 in net profit.
- Added accountability and clarity to the company, the companys vision/identity, and the employees through the implementation of the Entrepreneurial Operating System (EOS).
- Added a meeting schedule that consisted of weekly leadership team meetings, bi-weekly company meetings, quarterly off-site meetings, and yearly "state of the company" meetings.
- Educated the company on who our competition is, and how to win the business of many different customers.
- Preached honesty and integrity all across the company in order to ensure that we were who we said we were.
- Created an identity for the company that our customers were in desperate need for after working with other brokerages.
- Interviewed over 100 prospects for various positions across the company.

Vice President, Customer Support

ABC Corporation - April 2008 – November 2014

Key Deliverables:

- Drove customer retention and growth strategy. This includes executing corporate strategy and tactics to guide the company to work together for optimum customer experience delivery, short and long term.
- Improved customer satisfaction across all product lines by establishing proven support metrics, setting expectations and ensuring support processes are followed.
- Created innovative support offerings that increase customer satisfaction/retention.
- Developed a multi-channel support offering, improving response time and service.

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- Responsible for the definition and implementation of goals, objectives, and tactical operating plans for Customer Support, based on strategic objectives.
- Responsible for the direction and management of multiple product support groups located across the US.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- Bachelor Of Supply Chain Management in Supply Chain Management - 2008 (Auburn University - Auburn, AL)M.S. in Psychology - (CA. STATE UNIVERSITY - Los Angeles, CA)