

# Robert Smith

## *Business Services Manager/Executive*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

An experienced leader who has successfully delivered results across multiple functional areas within a major Building Products business. Through broad-based experience in Supply Chain, Information Systems, Finance and Operations. Led process improvement and cost reduction initiatives, successful project management (including ERP implementations), customer service improvements, working capital efficiency, and top and bottom line growth.

### **SKILLS**

Operations Planning,  
Process Improvement,  
Supply Chain  
Management,  
Management, Customer  
Service.

### **WORK EXPERIENCE**

#### ***Business Services Manager/Executive***

**ABC Corporation - 2006 - 2010**

##### *Responsibilities:*

- Managed Network of 20 consignment warehouses.
- Implemented Continuous Replenishment system to improve inventory performance.
- Managed and improved business systems including internal reporting and sales analysis tools, inventory replenishment system and ERP system.
- Managed inventory in local Plant as well as consignment Inventory locations.
- Worked with the Sales team to evaluate and onboard new Manufacturers Representatives.
- Successfully integrated plant systems and processes after acquisition.
- Focused systems improvement areas on Inventory Management and service improvements.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

#### ***Business Services Manager***

**Delta Corporation - 2005 - 2008**

##### *Responsibilities:*

- Made sure that operational practices of 6-8 branches run smoothly, meet sales goals and is complying with regulations.
- Monitored daily operational reports.
- Provided coaching and mentoring where necessary.
- Developed customer data base for accounts Non Banking Experience.
- Reduced stock outs from 12% to 2% while reducing average inventory investment by 30%.
- Worked in partnership with school administration to ensure staff and students had needed supplies and equipment.
- Worked with area businesses to inform them of services offered concerning recruiting, retention, and employee.

### **REFERENCES**

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

### **Education**

Bachelor of Science in Finance and Management Information Systems - (Oakland University)