

Robert Smith

Vice President Of Operations/General Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Success managing people change, process improvements, and technology-driven transformations in both executive leadership and consulting roles. Proven ability to define business goals, sell concepts, build consensus on direction, create effective workgroups, implement best practices, and support on-time delivery of results. A Six Sigma Black Belt with extensive training in project management, business strategy, strategic people change, and the use of technologies to drive operational efficiency and productivity.

WORK EXPERIENCE

Vice President Of Operations/General Manager

ABC Corporation - 2002 - 2018

Responsibilities:

- Managed all field operations and provided exemplary customer service to clients.
- Oversaw all positions under my direction, including personal assistant, field supervisors, in house and subcontractor installation crews, and warehouse personnel.
- Delegated responsibilities and tasks to maximize efficiencies and effective delivery of service.
- Identified and created objectives, strategies, and action plan to improve customer service and maintained good customer relations.
- Collaborated with Executive VP/Owner to establish and recommend procedures that would maintain efficient and effective services to company clients.
- Improved operational systems, processes and policies to support consistently high-quality customer service.
- Specifically supported better field reporting, information flow, and job cost containment.

Vice President Of Operations - Entry Level

ABC Corporation - 2000 - 2002

Responsibilities:

- Assisted in the recruiting and hiring of Regional Directors of Operations & Executive Directors and approved all hiring/offers of any Directors or Coordinators.
- Supervised and mentored direct corporate reports and Executive Directors.
- An integral member of the management team involved in goal planning, forecasting, and problem-solving.
- Scheduled projects with the proper crew, taking into consideration their ability, experience, education of various installation procedures, as well as the type of product, customer, scope, and difficulty of the job, etc.
- Interviewed, hired and maintained good qualified independent subcontractors.
- Worked closely with finance and revenue cycle leadership to ensure

SKILLS

Senior Management,
Project Management,
Leadership, Microsoft
Office, Operations
Management,
Leadership
Development, Strategic
Planning, Strategy
Development

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

efficient communication, processes and strong collaboration between the operations and the billing department.

- This is Dummy Description data, Replace with job description relevant to your current role.

Education

MBA in Business Administration -2000 (Pfeiffer University)BS in Business And information Technology Education - (East Carolina University)AA in Business Management - (University Of Phoenix)