

Robert Smith

Lead Business Center Manager

CONTACT DETAILS

1737 Marshville Road,
Alabama
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PERSONAL STATEMENT

Highly qualified Business Center Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment.

WORK EXPERIENCE

Lead Business Center Manager **ABC Corporation - May 2006 - January 2013**

Responsibilities:

- Manage the Business Center Operations & Staff.
- Schedule & approve payroll for my staff.
- Train my staff on office procedures, equipment technology and customer service.
- Did weekly billing and oversaw that all room charges, cash & credit card payments balanced out and were entered correctly in our company & hotel billing system.
- Reviewed my office P&L reports & budgeted staff payroll & sub-rentals.
- Conducted yearly reviews for my staff as well as reviewed disciplinary actions.
- Interacted closely with Catering, Banquets, Sales & Front of House Departments to satisfy In-House Guest & Hotel business clients.

Business Center Manager **Delta Corporation - 2004 - 2006**

Responsibilities:

- Achieved over 110% of sales plan Motivated team members to exceed monthly pack and ship goal of 25% Coached team members on the three Cs resulting .
- Washington service area Encouraged and enforced ethical business practices among direct employees and sub-contractors to maintain a positive image .
- and coached direct employees and sub-contractors to cultivate an effective, accountable, and productive team environment Consistently attended .
- Managed all aspects of operating a commercial industrial tank truck cleaning facility.
- Proved to be an outstanding leader of people and an effective business manager.
- Awarded Presidents Award for Manager of the Year in 1994.
- Skills Used Profitability, safety and environmental training and compliance, sales, labor contracts, scheduling, productivity and customer service.

SKILLS

Professional
Maintenance,
Autonomous
Maintenance, Focused
Improvement, World
Class Manufacturing,
Predictive/Preventative
Maintenance, Quality
Maintenance.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

Bachelor of Arts in Sociology - September 2002(State University of
New York at Purchase - Purchase, NY)