

ROBERT SMITH

Business Operations Specialist/Executive

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Business Manager highly effective at incorporating creative leadership skills to achieve business objectives. Directs projects that improve efficiency while meeting deadlines and budget requirements.

APRIL 2012 - 2019

BUSINESS OPERATIONS SPECIALIST/EXECUTIVE - ARIZONA STATE UNIVERSITY

- Prepares, coordinates, and manages operational budgets, including financial analysis, revenue tracking, project forecasts, and monthly expense reports.
- Establishes control of expenditures ensuring they are allowed within federal and international guidelines.
- Manages all revenue and expenditures for over \$55M annually in local, foundation, and sponsored accounts.
- Creates monthly, quarterly, and annual financial reports for decision-making and strategic planning.
- Prepares all personnel actions from start to finish; which includes posting positions, interviewing, hiring, performance management, evaluations, and terminations.
- Analyze and make recommendations for all HR positions, maintaining and reconciling payroll for the entire department as the Department Time Administrator.
- Reconciles expenses on a monthly basis for multiple p-card users, ASU Foundation credit card users, and over 40 different local and sponsored accounts.

2010 - 2012

BUSINESS OPERATIONS SPECIALIST - ELEVANCE RENEWABLE SCIENCES

- Coordinates supply chain activities (logistics, production planning, technical and distribution) to ensure seamless contact and order management activities. Create, manage and maintain customer orders from our various off site toll producers, or direct from the manufacturers plant.
- Handle verbal and written price quotes for customer orders.
- Handles the Accounts Receivables process including Invoicing; collections, apply payments, etc Resolves product or service problems to customers.
- Works with new customers to establish a product that will work well for their company.
- Assure customer satisfaction and retention by acting as a liaison between the customer, manufacturer, salesmen, purchasing, credit and transportation.
- Process new and offset product sample requests, obtain application and usage

information, then follow up at a later date to access how the sample worked and find out if it has been approved to achieve new business.

- Obtain LTL, TL and Bulk rate quotes and schedule/Coordinate/track shipments.

EDUCATION

B.S. in Economics - (Arizona State University - Tempe, AZ)

SKILLS

Microsoft Office.