

ROBERT SMITH

Lead COO

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SUMMARY

Company's business operations and reports to the CEO. A COO ensures the company has effective operational and financial procedures in place. Also known as Director of Operations, Operations Director.

CORE COMPETENCIES

Collaboration, Strategic focus, Stakeholder engagement.

PROFESSIONAL EXPERIENCE

Lead COO

USAC - February 2016 – 2019

Key Deliverables:

- Leading the modernization and transformation of operations at USAC.
- Working across High Cost, Schools & Libraries, Rural healthcare, and Lifeline programs.
- Assembling a strong operational leadership team at least two levels deep.
- Applying a consistent, data-driven, approach to operational improvement and developing metric-based performance management.
- Acting as coach and mentor to operational leaders as part of an operational team to develop individual leaders into CEO of their business programs.
- Identifying and implementing process solutions across programs and fostering a continuous improvement environment.
- Accountable for driving profitable growth, implementation of global standards, and regional integration.

COO

ABC Corporation - 2014 – 2016

Key Deliverables:

- Complete ownership responsibility for entire business of \$5 million Company which included 17 retail stores, 70 commercial accounts, 4 house-to-house route drivers, a main production plant and a total of 200 employees.
- Established a vision and mission for company that encompassed a three-prong approach involving Customers, suppliers and the employees.
- Developed standardized marketing approach throughout company, which lead to an 8.2% growth in sales.
- Recognized as the Small Business Champion in Kansas City area for the year 2000.
- This honor was bestowed on the company for sales growth, community involvement and profits.

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- Implemented Lean Manufacturing concepts into the dry cleaning industry, which reduced lead time to Customers from three days to same-day service.
- Turned around an unprofitable business into a profit maker in 16 months by focusing on the operating basics and providing to the Customer what they want from a dry cleaner, a quality product, at a reasonable price, at the time they expect and was agreed to upfront..

EDUCATION

B.A. in History - 1978(University of Sussex - England, AR)

