

Robert Smith

Chief Operations Officer

PERSONAL STATEMENT

To become a part of an organization where my analytical, organizational and managerial skills can be utilized to aid in the growth of the company and achieve its goals.

WORK EXPERIENCE

Chief Operations Officer **ABC Corporation - October 2010 - August 2015**

Responsibilities:

- Managed a variety of general office activities personally and/or through delegation to employees Conducted research on customer issues and ensured appropriate resolution.
- Provided assistance to clients, developed alternative solutions and advised CEO as required.
- Served as a liaison with several law firms regarding political, administrative and compliance issues of the corporation with government agencies.
- Analyzed and organized sales operations and procedures such as sales administration, client services, administrative personnel, information management, filing systems, requisition of supplies, and other office operations Developed resources that created a timely and efficient workflow.
- Organized office to maintain a steady workflow from staff.
- Evaluated procedures and implemented new ones if needed.
- Solicited and applied customer feedback (internal and external), fostered quality focus in others, improved processes, products and services.

Chief Operations Officer **ABC Corporation - 2007 - 2010**

Responsibilities:

- Reported to Company Owner.
- Responsible for ramp-up of business development and revenue generation, driving bottom-line start-up profitability.
- Managed all aspects of operations and client relationships for 50-seat, 100-agent contact center operations including staffing, training, QA, customer service, IT, HR, and facilities.
- Grew employee head count from zero (at inception) to 100+ indirect reports.
- Marquee clients acquired included Orange Telecom and 3G Mobile (UK).
- INFLUENT, INC.
- Ortigas, Philippines A \$41MM privately-held outsourced customer care services provider of inbound/outbound, web, and phone-based customer service to the financial services, insurance, telecommunications, and publishing industries..

CONTACT DETAILS

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SKILLS

Microsoft Office,
Operations
Management.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

Education

MBA - 2013(Universidad Latinoamericana de Ciencia y Tecnologia)