

Operations Officer

ROBERT SMITH

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Objective

Strategic management consultant with excellent communications, team-building, and analytical problem-solving skill sets. Proven success in enhancing organizational resiliency by analyzing business processes and information technology asset underpinning daily business operations.

Skills

Organizational Development, Business Continuity, Customer Relationship Management, Change Management.

Work Experience

Operations Officer

ABC Corporation - 1998 - 2004

- Directed launch and comprehensive development of financial institutions encompassing all aspects of the business including positioning, strategic planning, location scouting, compliance requirements.
- Additionally managed loan/deposit operations, product development, IT infrastructure management, website development, project management, computer operations, customer service, marketing operations, and core banking application management and reporting.
- Recruited to a position as a result of consistent performance and accomplishments in change management.
- Credited with building successful business from the ground up, driving substantial revenue growth, and becoming one of the top banking institutions in the region.
- Established reputation for diverse skill set, strong capacity to improve bottom-line results, and ability to build high performing teams.
- Demonstrated keen ability to develop client/vendor relationships, deliver superior customer service, and handle negotiations and contracts.
- Partnered with Board and Senior Executive Management to develop short-term and long-term strategic plans and integrated these plans throughout the organization by implementing scorecards and results tracking.

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ABC Corporation - 1991 - 1998

- HR, Compliance, Business Operations, Training Key Accomplishments Recruited to lead transformation efforts due to troubled market, under producing staff, and customer issues.
- Managed direct control over regional assets of \$225M and 45,000 clients; total bank consolidated assets of \$775M and 250,000 customers.
- Independently initiated referral program that substantially increased sales and resulted in becoming top regional market out of 12 markets.
- Served as mentor and leader in the professional development of all employees through proper training, goal setting, performance improvement plans, and consistent feedback.
- Forged strategic partnerships with community and local governments that earned their business and trust while increasing revenues.

- Conducted various educational seminars on Wealth Management, Financial Planning, and Women in Finance to increase awareness and drive interest.
- Ensured all established goals, budgets, and objectives were met across all functions including customer service, financial targets, and performance levels as defined in strategic plan.

Education

B.A. in Human Resources - (Midway University - Midway, KY)