

Robert Smith

Business Process Manager

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SUMMARY

Experienced manager in Business Process Management, Credit Line Management and Collections Management. Ability to identify, analyze, and solve problems while managing relationships with internal and external customers. Effective communicator both orally and written. Exceptional skills in: Process Development Quality Assurance Customer Relations Staff training and development.

SKILLS

Microsoft Word, Microsoft Excel, Microsoft Office Suite, Microsoft Powerpoint, Microsoft Visio, SRM, Knowledge Link, Business Intelligence.

WORK EXPERIENCE

Business Process Manager

ABC Corporation - January 2009 - May 2015

- Refined quality processes and established root cause analysis and remedies, as well as quality assessment of the output of reports and processes.
- Successfully maintained key process measurements at 100%.
- Developed a well-managed business banking outbound calling documented process.
- Previously, the process was not organized efficiently and owners were not fully accountable.
- The process was documented from end to end, and process maps developed to hold owners accountable.
- Received a Process Excellence certification in 2014, and recertified in 2015 with key metric measurements performing at 100%.
- Developed a Business Continuity Plan for the ongoing tracking of the hierarchical structure of business bankers.

Business Process Manager

Delta Corporation - 2006 - 2009

- Delivers products and services across the globe that promote partner hotels through Internet marketing .
- DirectWithHotels provides search engine optimization, paid advertising campaign management, travel directory listings and affiliate website marketing .
- Evaluates operations departments, then collaborates with the department manager to create and drive productivity enhancements through process .
- Key Results Identified the need for, and implemented, a dedicated communication channel for clients utilizing the Affordable Care Act (ACA) product.
- Modified or created processes for tracking ACA clients through each stage of production Onboarding Information collection Data entry Auditing .
- Created a process to track the printing, packing, delivery, and billing of ACA forms.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Bachelor of Arts in General Studies - (Northwestern State University - Natchitoches, LA)