

ROBERT SMITH

COO I

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SUMMARY

To secure a management level position within a growing, dynamic industry, where can utilize extensive business experience. Training in psychology and business combined with executive experience.

SKILLS

Microsoft Office, Google Docs, Google Analytics.

WORK EXPERIENCE

COO I

ABC Corporation - June 2015 – July 2016

- Responsible for the end-to-end development of a SaaS-based product focused on increasing on-time graduation rates at colleges and universities.
- Conducted site visits and interviews to identify requirements and validate product design.
- Created and prioritized user stories and managed product backlog.
- Assisted the development team with data design and screen design tasks.
- Coordinated attendance at conferences and trade shows, worked out company and product messaging and carried out sales activities.
- During product validation, set up letters of intent (LOI) with prospects and a partnership with a business college.
- Performed HR and bookkeeping functions, and contributed to product strategy planning.

COO

WCMA Management - 2013 – 2015

- Full operational oversight of \$30 Million project to design and develop the new Olympic Training and Research Center (Northern VA).
- Design, development and implementation of Six Sigma level quality training programs from certification to university degree credit using distance learning, instructor led, blended and social media approaches.
- Early Adoption of Tin Can APi to greatly enhance SCORM capability.
- Ownership of all multinational content development including localization and accreditation of each program.
- Architect of university third party training solutions reducing development costs by 30%.
- Responsible for all communication plans, change management strategies, and performance management plans for full program life cycle and establishment of continuing improvement methodology for all training programs.
- Development of a full suite of human capital development programs (on-demand, multi-platform, variable content, social & modular) including versioning and continuous improvement strategies..

SCHOLASTICS

- MBA - (Brigham Young University)