

Robert Smith

Lead Operations Officer

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SUMMARY

Dependable professional with 12 years administration experience and a reputation for meeting the most challenging organizational goals and objectives. A detail orientated and focused team player with the keen ability to multitask Exceptional organizational, oral/written communication and problem resolution skills.

SKILLS

Time Management, Microsoft Office, Secretarial Skills,.

WORK EXPERIENCE

Lead Operations Officer

ABC Corporation - August 1984 - August 1989

- Managed forty-one personnel in check processing, incoming and outgoing returns, magnetic paperless exchanges, automatic clearing house functions, mailroom functions, and customer service activities.
- Created customer database and ensured the accuracy and electronic security of the transactions within the database.
- Audited financial statements within the bank to assure Federal compliance.
- Documented procedures regarding regulations and requirements to ensure compliance with State and Federal oversight laws.
- Included creating and implementing new policies and procedures in these departments regarding audits, regulations, and compliance.
- Conducted training in operation functions.
- Conducted employee evaluations and staffing tasks.

Operations Officer

ABC Corporation - 1982 - 1984

- Supervised Lockbox Department of 25 staff.
- Performed performance reviews.
- Installation of new systems.
- Conducted training for new hires.
- Conducted disciplinary actions for employees and developed performance improvement plans.
- Conducted monthly counseling of employees.
- Customer Service inquiries.

EDUCATION

Bachelor of Science in Business Administration, Finance, and Marketing - (Southern Illinois University Edwardsville - Edwardsville, IL)