

ROBERT SMITH

Vice President Of Business Operations

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Experienced Vice President Of Business Operations/Consultant with 10 years of experience in all aspects of the daily operations in running a business. Proven ability in managing sales, human resources, technology, customer relations, procurement, and marketing. Hands-on management style with a record of building and retaining a motivated workforce. Experience in identifying and obtaining new clients while providing the services and personal attention necessary to assure client satisfaction and retention.

2006 - 2012

VICE PRESIDENT OF BUSINESS OPERATIONS - ABC CORPORATION

- Responsible for all daily operations of a full-service 3pl chain supply company shipping over 40,000,000. 00 of merchandise per year.
- A broad range of responsibility including p&l accountability, marketing, and business development, contract negotiations and pricing, staff training, customer service, and all HR responsibilities.
- Computerized the company including the development and installation of a network that allows clients to access their MIS reports from remote locations.
- Initiated and developed a manufacturing division where we were able to provide clients with kit/set assemble in house allowing for shorter lead times, lower freight charges and the convenience of all services under one roof.
- Developed websites for clients as well as initiating order placement via the website.
- Negotiated long term contracts (labor and freight) enabling the company to better budget and prepare for market fluctuations.
- Also enabled the company to negotiate lower freight rates allowing for increased profit.

2002 - 2006

DIVISION VICE PRESIDENT - ABC CORPORATION

- Stayed abreast of the evolving technical priorities, staff development, and trends to position the organization for success.
- Created robust knowledge management systems and effective training around critical thinking, best practices, and communication.
- Oversaw and enhanced software and technical training programs to effectively deliver the highest level of support to clients.
- Developed and applied measures to track and deliver on KPI’s.
- Built and fostered the development of a strong management team.
- Implemented new product and technical support initiatives & offering.
- Identified innovative ways of working by applying cutting-edge tools and

efficiencies.

EDUCATION

BS in Business Administration - 2000 (Loyola College - Baltimore,
MD) Management - (HS Don Bosco Prep - Ramsey, NJ) MBA - (Loyola College)

SKILLS

P&L Management, Contract Price Negotiation, Loss Prevention, Training Staff,
Aggressive Marketing, Business Development