

# Robert Smith

## Business Operations Specialist/Representative

Phone (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website : [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

### SUMMARY

To enhance business performance, customer satisfaction and deliver results by using my business operations/project management expertise to lead and partner while overseeing systems, processes and projects.

### SKILLS

Microsoft Office, Metrics, Communication, Customer Service, Project Management, Problem Solving Skills, Detail-Oriented, Reports, Analysis, Meeting Planning, Business Operations, Lean.

### WORK EXPERIENCE

#### Business Operations Specialist/Representative

ABC Corporation - 2011 - 2015

- Partnered with Finance to establish robust Opportunities and Risk (O & Rs) operating rhythm.
- Guided the development and implementation of business unit risk management process.
- Managing and tracking risks and issues including a monthly reports out to the executive leadership team.
- Proactively engaged with cross-functional teams to gather data in monitoring performance to plan for the development of executive-level presentations.
- Managed work statement progression between the business unit and airplane programs.
- Continuous interaction with senior-level leadership to ensure the statement of work aligns with strategic initiatives for the business unit.
- Supported executive leadership acting as primary interface ensuring program and project metrics, visibility, and operating rhythm are executed on task.

#### Business Operations Specialist

Mass Mutual ( Recently Purchased From MetLife) - 2009 - 2011

- Effective project coordination and reporting between Communications/Messaging, Program Development, and Operations/Platform Management teams.
- Drive implementation of workflow Initiatives, to help develop department policies and include all training, documentation and records Manage workflow tracking to report status of projects and highlight topics for management review.
- Strong focus on tracking, measuring and reporting on progress toward team and organizations goals Coordinates reporting of team initiatives to leadership (communication calendar, tracking, etc.).
- Collaborates with key team members to review and document standard processes and recommends action to automate or increase efficiency, ensures requirements have been executed Tracks the implementation of plans, tactics and related associate communication.
- Tracks and reports on budget activity.
- Manages print and fulfillment efforts for team and key partners.
- Manage monthly fulfillment reports and identify cost savings Collaborate with partners to manage and coordinate the units forecast, planning and budgeting process Project management of key initiatives Ensure compliance with all company and program policies, procedures, and other directed practices, including Business Continuity, reporting and required training.

## EDUCATION

Bachelor of Arts in Business Management - (City University of Seattle)