

# ROBERT SMITH

## Director Of Business Operations/Consultant

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Collaborative Lean Process Analysis and Cross-functional Project Management; dedicated to the attainment of excellence and exploitation of business development opportunities.

### CORE COMPETENCIES

Operations Management, Project Management, Event Management, Channel Marketing, P&L Forecasting, Business Development, Contract Negotiation.

### PROFESSIONAL EXPERIENCE

#### Director Of Business Operations/Consultant

**ABC Corporation - 2001 – 2009**

##### Key Deliverables:

- Provided Supply Chain leadership, supported the sales team in resolution/avoidance of issues, and meeting customer needs.
- Held bi-weekly conference calls with Distribution, Sales management, and other key department heads to facilitate open communications regarding product and operations issues.
- Identified opportunities and consulted for process or workflow enhancements.
- Managed simultaneous large and small-scale projects.
- Streamlined Pearson processes standardized practices in relation to 3PL network.
- Led transition to EDI in support of annual sales in excess of \$250MM.
- Reduced administrative effort/costs and increased accuracy as project lead for the development of ad hoc intranet and customer-required internet based order entry modules.

#### Director Of Business Operations

**Delta Corporation - 1998 – 2002**

##### Key Deliverables:

- Directed day to day operations, including financials and human resources Established, streamlined, and formalized all business processes Developed .
- Trained and supervised a staff of up to 20 Implemented sales and marketing techniques for the staff Designed programs for attracting corporations, .
- Worked through creation and continual improvement of all business systems (reception, sales, marketing, payroll, training and business development) .
- Establishing and nurturing national business accounts including Pre-Qualifying Applications Customer Relations Management using database applications, .
- with ad-hoc projects including tradeshow, staff hires, credit/vendor applications, budgeting, cost-accounting, and rent/buy analysis Meeting with .

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- Helped start-up company establish warehouse and logistics as well as company offices and Standard Operating Procedures.
- Developed company budget Helped plan strategic marketing plans for company products Hired staff Established business contacts and shipping contracts .

### EDUCATION

Bachelors of Business Administration in Business Management, Personnel and Industrial Relations - (University of North Texas - Denton, TX)

