

ROBERT SMITH

VP of Operations & Administration

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

SUMMARY

VP of Operations & Administration with 7+ years of management experience in the customer service industry, specifically inbound/outbound call centers. Ability to lead, develop and effectively manage all aspects of the business while exceeding expectations at all times. Expert in behavioral coaching and development which drives results throughout all areas of business. The industry leader in call center technology, management, development, and virtual services.

CORE COMPETENCIES

Change Management, Risk Management, Planning And Analysis

PROFESSIONAL EXPERIENCE

VP of Operations & Administration

ABC Corporation - December 2012 – March 2015

Key Deliverables:

- Accountable for Budgeting, Forecasting, P&L performance, Operational performance, Continuous improvement with Business improvement targets, delivering customer requirements and overall customer satisfaction as the owner for each of these departments/sites.
- Developed and implemented a Team Board approach driving transparency into the operational performance resulting in a 10% reduction in error rate and 5% improvement in operational performance.
- Developed and implemented 5s standards across the region, resulting in a safer operational environment, a 20% reduction in recordable accidents, improvement in inventory accuracy and improved efficiencies.
- Awarded two new pieces of business for the major wireless customers resulting in two new facilities based on the operational performance of other regional facilities.
- Implemented new business for a major telecommunication customer, who was having significant issues with their inventory and processes.
- Successfully redesigned and implemented a supply chain in two geographic locations, while exceeding expectations on delivery and the last three PIs were 100% accurate since implementation.
- Successfully implemented our customers SAP system in the largest facility.

VP Of Operations

Chicago Auto Sales - 2007 – 2012

Key Deliverables:

- Finance support on project planning, bidding, acquisition, etc.
- Support Management/oversight of New Vessel Special Projects Contract support to lead to further growth (work with VP of Project Management/Construction)

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- Support Implementation of New Acquisitions, rolling them into the business and achieving synergies.
- Work closely with VP of Development and VP of Operations to ensure targets and growth opportunities have the necessary support to achieve desired results.
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EDUCATION

- Bachelor's in Business - 1986(Southern Utah University - Cedar City, UT)