

ROBERT SMITH

Jr. Business Center Manager

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SUMMARY

Reliable, motivated and dedicated professional with a progressive record of development while maintaining highest quality of ethics. Currently seeking a position that presents challenge and growth. Pursuing a position that will encourage to apply and develop both distinguishing administrative abilities and strategic leadership skills to benefit mutual growth and success while enhancing the company's productivity and reputation.

SKILLS

Management , Leadership, Accounting.

WORK EXPERIENCE

Jr. Business Center Manager

ABC Corporation - May 2015 – January 2016

- Responsible for development and implementation of Business Process Management.
- Developed and exhibited proficiency in customer service, print and copy services, design and creation of clients corporate identity products, packaging services, postal, shipping and freight services as well as prepare documents and web forms for traces and shipping claims of items lost/damaged in transit.
- Successfully recruited, trained and motivated all center associates focusing on excellent customer service while providing unprecedented services to the local consumers.
- Responsible and successful in the development and implementation of processes and procedures that greatly enhanced the public's trust and reliability within my company and that the distribution of their mail and parcels were handled with integrity and confidentiality.
- Ensured that business center staff were fully trained in wide array of services including mail sorting, computer software, POS systems, communications, collections, up-sell, quality assurance, current State/Federal guidelines on shipping.
- Monitored, managed and control costs to minimize expenses and increased sales by 300%.
- Profitably merchandised business center with permanent and rotating retail supplies.

Business Center Manager

Delta Corporation - 2013 – 2015

- Set up an internet cafe with 12 computers.
- Developed and achieved employee dedication through creation of an employee continued-education benefit package at no cost to employers and provided "Inspirational Leadership" to all business center associates. Accomplishments Developed and achieved employee dedication through creation of an employee continued-education benefit package at no cost to employers and provided "Inspirational Leadership" to all business center associates.
- Provided my local community with internet, secretarial and printing services.

- Filed taxes for my business and staff and kept books and government permits up to date.
- Manage all aspects of the business center including;making copies, printing forms, selling supplies,running computers and all shipping procedures.
- Was there till a new company took over the business center.
- High energy leader skilled in the use of Quality Driven Management principles and ABLE processes to drive profitable revenue while simultaneously .

SCHOLASTICS

- Bachelors of Science in Business Administration with intended majors of Organizational Management, HR and minor in Marketing - 2015(Argosy University - Online Division)