

ROBERT SMITH

Coo/Analyst

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High-energy Manager with experience, successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns.

FEBRUARY 2014 - JULY 2014

COO/ANALYST - ABC CORPORATION

- Supervisor Promptly responded to general inquiries from members, staff, and clients via mail, e-mail, and fax.
- Successfully interacted with customers and retail buyers to expedite orders for birthday parties & private events.
- Assisted customers with store and product complaints. Accurately logged all daily shipping and receiving orders.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Compiled weekly monetary reports and records for store managers.
- Maintained adequate cash supply in cash drawers in multiple checkout stations.
- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

2012 - 2014

COO - ABC CORPORATION

- As the only direct report to the CEO, I was responsible for customer care functions, service delivery, network management, project management, vendor management, and fulfillment.
- Objectives include improving service indices, optimize costs, improve processes, stabilize network reliability, lead new business innovations/opportunities and improve customer service.
- In conjunction with the CEO and the Board of Directors, we developed a 1, 3, and 5-year strategy and network expansion plan.
- Developed a mentoring plan for all direct reports (VPs of Finance, Customer Care, Network, and Sales).
- Improved EBITDA and Net Income by 30% year over year.
- Improved service implementation intervals from 70 days to 30 days.
- Negotiated contracts with multiple vendors for cost and operational efficiencies..

EDUCATION

- (MD Bartending Academy)

SKILLS

On base, Drupal, CRM, Social Media Marketing.