

# ROBERT SMITH

## COO/VP of Operations

**E-mail:** info@qwikresumc.com

**Phone:** (0123)-456-789

### SUMMARY

Seasoned COO/VP of Operations with over 10 years of experience in the apparel industry, seeks a challenging yet rewarding management position in Operations. Motivated, responsible professional experienced in managing Warehouse Distribution/Logistics, Inventory Management/Allocation, MIS/IT/EDI, Production, Retail Compliance and Regulations and coordinating with Sales, Finance and Design.

### SKILLS

Leadership, Time Management, Problem Solving, And Decision Making

### WORK EXPERIENCE

#### COO/VP of Operations

Safetech Products - 2012 – 2019

- Manage strategic and technical operations for a successful product development firm.
- Designed and implemented numerous dashboards with KPIs for Sales, Marketing, Social Media campaign analytics, project management, budgeting, procurement, and manufacturing.
- Key to the successful launch of numerous safety products over the last 3+ years.
- Created processes and procedures to measure the overall user experience of the products and make changes to unsatisfactory experiences as deemed necessary.
- Plan and oversee strategic, operational, and administrative programs & projects Establish and implement short- and long-range organizational goals, objectives, strategic plans, policies, and operating procedures.
- Analyze, design documents, and implement internal reporting systems and procedures for the companies within a specified functional area of operation.
- Design, coordinate and implement training programs for personnel within the organization and its components regarding nature and application operating policies and procedures.

#### VP Of Operations

ABC Corporation - 2008 – 2012

- Successfully oversaw 10 clinic build-outs, operations, sales revenue, and local marketing.
- Implemented and executed key strategies on all clinic operations, call center operations, policies and procedures, company culture and standards, recruitment and hiring, sales training, employee development, sales goals, customer service, in-clinic marketing, national clinic promotions, and social media outreach.
- Managed a team of 30 full and part-time clinic sales managers, patient coordinators, and call center supervisors.
- Jointly managed 20+ Registered Nurses, Nurse Practitioners and Physician Assistants on operations, sales strategies, patient outreach, customer service, and the overall patient experience.

- Served as a member of the executive team, which included the CEO and Chief Medical Director, to strategize on company growth initiatives, key operational and marketing decisions, and budgets.
- Grew company from \$300K in combined annual clinic sales to \$4.3MM in 2014..
- This is Dummy Description data, Replace with job description relevant to your current role.

## SCHOLASTICS

- MBA in Business Administration - 2006 (Brigham Young University)