

# Robert Smith

## Information Management/Supervisor

### **CONTACT DETAILS**

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Alabama  
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### **SKILLS**

Computer Training.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## **PERSONAL STATEMENT**

10+ yrs. experience. Bilingual in English and Spanish. Administrative and Operations Specialist with full range of responsibilities from clerical to planning. Expertise includes: Word, Excel, PowerPoint, database management, and excellent customer service skills. Over six years' experience in a manufacturing plant/business environment at Cooper B-Line and a veteran with four years' of service from the United States Air Force.

## **WORK EXPERIENCE**

### **Information Management/Supervisor**

**ABC Corporation - September 2006 - April 2008**

#### *Responsibilities:*

- Designed and implemented a project change management process.
- Managed project scope and schedule.
- Prepared detailed work breakdown structures (WBS).
- Oversaw project team and manage resource allocation.
- Responsible for Conducting risk assessments of information assets and recommending security controls in compliance with NIST SP 800-53.
- Responsible for reviewing invoices for accuracy and completeness.
- Sorted documents by account name or number to process invoices for payments.

### **Information Management**

**Delta Corporation - 2003 - 2006**

#### *Responsibilities:*

- Maintained Desktops, Phones, Wiring for an 1000+ seat Call center.
- Developed work plans and implemented plans for site wide rollouts of security .
- Managed Service Lead for extended office - liaison between support group, home office - Creation/maintenance of project specific work instructions .
- Skills Used - Problem solving for the extended office.
- Resolved issues on a daily basis for incoming documents needed clarification and direction.
- Work with purchasing department to ensure price and status of parts received.
- Entry of invoices to pay efficiently.

## **Education**

Bachelor of Science in Business Management - (University of Phoenix - Colorado Springs, CO)