

Business Coordinator

ROBERT SMITH

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Objective

Over ten years of progressively responsible administrative experience within manufacturing, finance and retail environments. Proven skills and leadership in customer experience management, full cycle order processing, and project management.

Skills

Business Development, Strategic Planning, Business Strategy, Budgets, Sales Management, Contract Negotiation, Operations Management, International Sales, Market Research, Strategy, Logistics, Account Management.

Work Experience

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Price On-Site, LLC - March 2011 - 2019

- On-site provider of hydraulic maintenance, service, installation and repair Administrative cornerstone and central point of communication for internal and external customer base entrusted with coordination of all business transactions for two branches encompassing both repair and field service operations.
- Maintain spreadsheets and produce reports regarding status of orders, projects, financials and open issues.
- Coordinate logistics for Price Training Program, organizing multiple (10+) on and off site classes for over 150 students per year in partnership with national level clients.
- Quote training costs, recruit students, coordinate material sourcing and distribution, edit training materials, resolve project challenges and provide timely team communications.
- Implemented a bilingual hydraulics training program in Mexico that exceeded company, client and student expectations leading to project replications and additional training dollars.
- Provide high level customer service throughout full cycle order experience, including pricing/quotes, service scheduling, order processing, contracts/billing and customer follow-up.
- Examine open issues and facilitate staff/customer meetings as needed for resolution.

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J.K. SHARECO INCORPORATED - 2009 - 2011

- Analyzes fishmeal market conditions and strategically improves the company market position for financial growth.
- Maintains all office operations and procedures, preparing payroll in ADP system, answering all employee questions, designing filing systems, and assigning and monitoring all clerical functions.
- Creates and implements a business development strategy to identify new business opportunities.
- Builds relationships with fish meal suppliers, negotiates and closes business deals while handling all other open contracts.
- Developed Fiscal Year 2016 budget and performs financial analysis to monitor expenses and implement cost-saving actions when needed.

- Analyzes existing practices of the company through financial reports, employee job results, and continuous research of potential suppliers to provide recommendations to the owner of J.K.
- Shareco to assist in business growth and revenue..

Education

Bachelor of Science in Business Administration - (Cardinal Stritch University)