

# ROBERT SMITH

## Associate Director Of Operations III

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Associate Director of Operations the divisions Operation Managers in providing quality, timely, cost-effective disability evaluation services to our clients. Ensures leadership, budget, operational and contractual performance goals are met.

## EXPERIENCE

### Associate Director Of Operations III

#### ABC Corporation - OCTOBER 2010 - SEPTEMBER 2015

- Daily oversight and responsibility for 2 Building Managers, mail services, 3 Service Mechanics across 2 shifts, 6 housekeeping supervisors with 57 charges across 3 shifts, 7 security supervisors with 43 guards across 3 shifts, and integrated pest management.
- Key member on an \$18.5MM Tower Addition Project that included the first active chilled beam technology system at the university.
- During the entire tower project, Instrumental in scope development and drawing reviews throughout to as-built documentation while contributing to design upgrades.
- Developed the full scope and managed the construction process through project completion for a three-phase \$13.5MM AHU Replacement Project that included controls and building HVAC distribution upgrades.
- Maintain effective working relationships with all customers, gaining feedback and modifying operations to ensure happy customers.
- Ensures compliance with the QTC mini-team concepts and policies and procedures.
- Manages team leaders to ensure the achievement of QTC goals and objectives including quality; timeliness; customer service and cost.

### Associate Director Of Operations

#### Delta Corporation - 2008 - 2010

- Maintained a leadership role in the implementation of new software designed to help the company streamline its supply chain Refreshed the companies .
- Demonstrated and coach with standing knowledge of all services within the facility Maintained compliance with all front office standard operations .
- Responsible for working directly with COO on major/special projects Worked to negotiate purchases for hotel portfolio of 30 hotels Liaison between .
- Processed campaign contributions to comply with FEC regulations and created internal auditing spreadsheet database for incoming contributions of .

- Supervised staff and volunteers, developed programs in a large club, summer camp director, PAL Coordinator, teen leadership advisor, responsible for .
- Reference William Parks (413-454-4926) former Executive Director.
- Analyzed key aspects of the business to evaluate the factors driving results and summarized results into presentations for the site director and .

## EDUCATION

- BS in Biomedical Engineering - 1996(New Jersey Institute of Technology - Newark, NJ)

## SKILLS

Tableau, SQL Server Reporting Services, Crystal Reports, SQL Server Integrated Services.