

# Robert Smith

## Interim General Manager

Phone (123) 456 78 99

Email: [info@qwikresume.com](mailto:info@qwikresume.com)

Website : [www.qwikresume.com](http://www.qwikresume.com)

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

### SUMMARY

Highly accomplished manager with 30+ years of experience. Poised for a strategic leadership role driving business planning, marketing, and organizational development and growth. Strategic Operations Leadership Strategic Business Planning P&L Management Marketing & Pricing Alliances and Partnerships Customer Service Staff Management Growth Management.

### SKILLS

Sales And Marketing, Management, Leadership Development, Team Building.

### WORK EXPERIENCE

#### Interim General Manager

ABC Corporation - 2012 - 2012

- Selected by Senior Executive Management to lead interim operations for this 87-unit assisted/independent living facility facing challenges in the areas of census growth, revenue generation and employee morale.
- Dedicated 5 months in leading strategic turn-around initiatives and rapidly improved business results; laid the foundation, business infrastructure and succession planning strategies that positioned the organization for long-term, sustainable improvement.
- Conducted a SWOT analysis that quickly identified areas of deficiency; developed and launched targeted action plans improving hiring processes, training and performance management strengthening building management and resident care teams.
- Reenergized employee dedication to quality, service and resident relations; led major efforts to drive retraining, mentoring and coaching strategies that quickly improved performance and resident satisfaction.
- Led overhaul of sales and marketing team; evaluated strengths and weaknesses, recruited and hired a top performing sales professional to refocus sales efforts and rapidly improved leads, tours and sales results.
- Actively involved in addressing compliance issues; worked with Department of Social Services Representative that identified and resolved outstanding complaints and provided clarification and retraining of staff on common compliance and regulatory requirements.
- Managed an operations budget of \$3.3MM; led a team of 55 staff members and grew census from 65% to 71% through targeted sales, marketing and community outreach efforts.

#### Interim General Manager

Delta Corporation - 2015 - 2016

- Grain Company with 3 locations Directed operations and administration during ownership and management change Responsible for purchasing, pricing, and.
- Filled in as General Manager during the period of time the corporation was seeking a new General Manager.
- Managed the daily operations of the entire hotel.
- Was asked to step in to monitor operations of upscale independent senior community, upon death of property's General Manager, in addition to.
- Manage hotels in high paced customer oriented environments.
- Responsible for sales goal, operating efficiencies, employee relations, vendor relations and customer service.
- Designed and implemented new procedures to revitalize hotel and unite hotel staff Negotiated contracts to become choice hotel for USA Olympic .

## EDUCATION

Bachelor's in Human Performance - 1991(San Jose State University - San Jose, CA)