

ROBERT SMITH

Business Operations Manager III

info@qwikresume.com | <https://Qwikresume.com>

Top performing operations manager with a record of achievement in Manufacturing, Electronics and B2B industries. My strong cross functional leadership, technical acumen and analytical problem-solving skills have allowed me to achieve progressive career growth and develop an expertise in converting business strategies into success.

JUNE 2013 - SEPTEMBER 2015

BUSINESS OPERATIONS MANAGER III - ABC CORPORATION

- Responsible for managing the day to day business operations for the company including all supply chain, finance, back office, HR and logistics functions.
- Successfully managed all startup projects including business process optimization, SOP, IT infrastructure, vendor selection, contract negotiations, SLAs, staffing, training and build-out.
- Increased customer satisfaction through Visma ERP optimizations, web portal implementation and streamlined order processing.
- Overall P&L accountability including monthly financial reporting, quarterly S&OP forecasting, financial audits and various KPI monitoring / reporting.
- Analyzed and reduced distribution related costs by 3.5% annually through improved material planning and alternate shipping methods.
- Manage 3pl warehouse and multiple inventory locations including all domestic inventories.
- Oversee all corporate finances including banking, A/R, A/P, cash flow and expenditures including external accounting services.

2012 - 2013

BUSINESS OPERATIONS MANAGER - ABC CORPORATION

- Created and implemented superior cross-functional risk-based processes and procedures for the West Division, focused on vendor management, enhanced customer experience, process improvement, and bad debt reduction.
- Led 7 regional finance teams, standardizing and enhancing Comcast agent and customer experience by simplifying internal and customer-facing processes; reinventing the customer experience and how its measured.
- Managed headcount, forecast vs.
- budget analysis, and project planning for all Collections and Accounts Receivable functions, and redesigned custom reports and reporting packages to provide insight to financial processes and timelines.
- Drove the successful initiative to consolidate and centralize seven regional finance processes into a single division process.
- Provided strategic, day-day and long-range operations leadership to each of the

finance vendors and seven markets in the West Division, insuring minimal process defects and an environment of scalability and repeatability.

- Developed and implemented new vendor Statements of Work (SOW), multiple RFP, and created a standardized playbook and performance scorecards..

EDUCATION

BS in Electrical Engineering Technology - 1997(Fairleigh Dickinson University - Teaneck, NJ)

SKILLS

Agile, APICS CPIM, Budgeting, C, C++, CAD, Capacity.