

ROBERT SMITH

Asst. Business Services Manager

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

17 years' experience in higher educational leadership roles of progressing responsibility. 6 years' experience in campus administration, operations, and academic oversight. Areas of expertise include leadership, organizational development, and change management. Provided effective, positive leadership through periods of intense transition, reduction in force/realignment, and start-up processes.

EXPERIENCE

Asst. Business Services Manager

ABC Corporation - 2014 - 2016

- Managed contract administration, accounting, accounts receivable analysis, and billing work processes, restructuring from global to regional structure.
- Ensuring ERP system compatibility and accounting compliance.
- Monitored cost, improving profitability.
- Supervised 4 Business Analysts.
- Modified work process documentation, enabling monitoring of work process compliance consistent with new structure and ensuring accounting.
- Led team training sessions on regional requirements and published metrics reports, resulting in contract compliance and reduced administration costs.
- Supported monthly financial analysis results and variance analysis reviews and facilitated annual budgeting process.

Business Services Manager

Delta Corporation - 2010 - 2013

- Reviewed and approved account reconciliations ensuring accurate account balances and details.
- Managed development of Plant Data Analysis and Billing Tool resulting in savings, reduced billing cycle time, automation and improved cash flow opportunities.
- Responsible for the operational growth of over 500 salons, 9 states and 200+ franchisees salons Plan, develop, budget and execute all operations.
- Supervised facility operations, and medical records department, training and implementation of scanning and paperless medical records system and .
- Responsible for Managing the Bariatric call Center Oversight of verification.
- Led departments of 30 employees to reduction of customer claims by 60% saving the plant.

- Managed a tier 2 secured service desk, supporting thousands of users, globally.

EDUCATION

- MBA in MBA - (Lehigh University - Bethlehem, PA)

SKILLS

Leadership, Organizational development, and change management, Billing And Finance.