

# ROBERT SMITH

## Corporate Business Development Director

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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### SUMMARY

Maximizing Profits Business Manager with broad experience in both business and direct customer service. Strengths in problem-solving and customer communications. Ability to develop strategic long term partnerships and communicate effectively with all levels of decisions makers. Experienced in real estate development, project/construction management and web development applications and building client's relationships.

### CORE COMPETENCIES

Sales, Customer.

### PROFESSIONAL EXPERIENCE

#### Corporate Business Development Director

**ABC Corporation - February 2012 – November 2014**

##### Key Deliverables:

- Responsible for car sales, rental sales, daily branch operational management, customer satisfaction ratings, and marketing for all car rental branches.
- Handling Direct Customers and arranging the reservation for vehicle servicing, accident repairs and others.
- Responsible for utilizing automobile fleet and ensuring daily branch operations are in order.
- Responsible for creating and organizing all the sales activities for the Sales division, and ensuring that all staff adhere to company policies, procedures, and safety standards.
- Screening calls and professionally responding to customers queries via phone and e-mails.
- Utilize spreadsheets and manager systems to track sales numbers, balance costs and revenues ensuring the branch is profitable.
- Responsible for developing, monitoring and adhering to branch budgets.

#### Business Development Director

**Bausch + Lomb Surgical, Pharmaceutical And Vision Care - 2011 – 2012**

##### Key Deliverables:

- Responsible for creating product acceptance and enhancing portfolio growth through business development activities.
- Accountable for the key strategic interface between Pharmaceuticals, Surgical, Vision Care and Dermatology teams, (sales, marketing & training) with a focus on achieving overall business objectives for the portfolio with targeted customer accounts and business segments.
- Exemplary Accomplishments Coordinated and developed integrated account business plans across the B+L portfolio with all stakeholders for key accounts.

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- Evaluated markets and allocated resources in order to meet the divisions goals and objectives relative to business performance.
- Collaborated with VPs, Directors, and Managers to help close business gaps and provide solutions and value added strategy for overall success in achieving sales targets.
- Monitored account performance and pro-actively addressed any business gaps with appropriate resources and stakeholders Advised VPs of Sales & Marketing on customer issues, opportunities and competitive environment and policy developments across applicable business segments to enable increased areas of efficiency and productivity.
- Successfully launched a nationwide Pilot program integrating a Dermatology business model into the Ophthalmic Pharmaceutical space increasing Branded pharmaceutical sales by 24% YTD.

### EDUCATION

Master in Business Administration - 2006(Universidad Catolica Andres Bello UCAB)

