

ROBERT SMITH

Business Operations Manager

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

SUMMARY

Business Operations: Positioned to benefit operations, policies, systems, and infrastructures. Bottom-line oriented in managing and allocating resources. Contributed to accreditation process of ISO:9001 2008 certification in order to set out requirements of quality management system with renowned international organization. **Supply Chain & Logistics:** Apply education in supply chain management to maintain seamless supply chain as demonstrated by experience with Africa's largest healthcare distributor.

CORE COMPETENCIES

Excel, Sap, Access And Powerpoint, Analytical Skills,.

PROFESSIONAL EXPERIENCE

Business Operations Manager

ABC Corporation - March 2006 – September 2012

Key Deliverables:

- Founded and provided ongoing operational leadership for startup landscaping company serving local clients.
- Developed and enacted strategic business plan fostering growth in revenue, sales, and market share.
- Hired and onboarded team members to meet immediate and expected demand.
- Engaged with existing and potential clients to gain insight into needs; prepared and presented accounting estimates for proposed service costs.
- Initiated and managed client relationships, working to promote satisfaction and loyalty.
- Supervised projects, representing basic lawn care, landscape design, and patio construction, and ensured fulfillment of quality standards and client expectations.
- Expanded business to employ five full-time employees executing up to 30 projects each season.

Business Operations Manager

O'Neil Data Systems - 2004 – 2006

Key Deliverables:

- Responsible for the project management thru project initiation/proposal, project delivery, business liason, post implementation review and project close-out.
- Duties -Ensuring effective quality control processes are in place to monitor deliverables produced.
- Maintaining client relationships thru a clear understanding of a clients needs.
- Responsible for submitting projects to agreed timescales and ensuring that they are excuted using agreed standards and processes.
- Ability to coordinate and lead all projects.

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- Resolved any problems and issues that arose -Undertook all monthly project financial cost reporting.
- Maintained inventory thru weekly reporting.

EDUCATION

- Six Sigma Green Belt Certificate - (Villanova University - Villanova, PA)