

# ROBERT SMITH

## Chief Executive Officer (Commander)

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

### SUMMARY

20+ years of experience as a Chief Executive Officer. A Motivated achiever with highly visible senior-management accountabilities eager to bring to your Credit Union the ability to significantly increase growth, profitability, efficiencies, and member-owner value.

### CORE COMPETENCIES

Logical Reasoning, Excellent Verbal Communication, Persuasiveness, Taking Responsibility, Proficient In MS Office, MS Word, Internet Savvy, Quickbooks, Creativity, and Positive Thinking.

### PROFESSIONAL EXPERIENCE

#### Chief Executive Officer (Commander)

ABC Corporation - April 2004 – Present

##### Key Deliverables:

- Performing legal compliance assured the filing of all legal and regulatory documents and monitor compliance with relevant laws and regulations.
- Performing mission, policy and planning a) helped the board determine ABCs values, mission, vision, and short- and long-term goals.
- Helping the board monitor and evaluate ABCs relevancy to the community, effectiveness, and results.
- Keeping the board fully informed on the condition of ABC and on all the important factors influencing it.
- Identifying problems and opportunities and addresses them; bring those which are appropriate to the board and/or its committees; and, facilitates discussion and deliberation.
- Informing the board and its committees about trends, issues, problems, and activities in order to facilitate policy-making.
- Keeping informed of developments in human services, not-for-profit management and governance, philanthropy and fund development.

#### NIGHT MANAGER

ABC Corporation - July 1999 – March 2004

##### Key Deliverables:

- Managed and monitored activities of night staffs in the front office department making sure they adhere to the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed.
- Directed and oversaw operations during the night shift to ensure guests satisfaction and safety.
- Informed overnight staff of nightly activities, group, and VIP arrivals as well as special requests and repeat guests.
- Checked accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate.

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- Maintained a professional and high-quality service-oriented environment at all times.
- Acted as manager on duty for the hotel in the absence of the front office manager dealing with complaints, problem-solving, disturbances, special requests and any other issues that may arise.
- Managed the night shift in the department ensuring all employees perform the tasks assigned to them and coordinate front office activities with other departments.

## EDUCATION

- BSc. in Public Administration - (Nigeria University - Lagos, GU)National Diploma in Business Administration - (Nigeria Polytechnic - Lagos, GU)Fashion Design - (Los Angeles Trade Technical College- Los Angeles, CA)