

# ROBERT SMITH

## Business Operations Specialist II

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

### SUMMARY

Self-motivated, disciplined in work habits with the ability to function smoothly in high-pressure situations. Proven problem solver with excellent leadership and communication skills, both written and verbal.

### CORE COMPETENCIES

Excellent Customer Service, Small Office Equipment,.

### PROFESSIONAL EXPERIENCE

#### Business Operations Specialist II

**ABC Corporation - July 2000 – February 2013**

##### Key Deliverables:

- Processing daily journal entries, balancing, and reconciliation of several hundred accounts daily.
- Provide thorough information and assistance to ensure the clients needs are satisfied.
- Developed policy/procedures by devising strategies to consistently improve processes and support organizational objectives.
- Account maintenance, collections of Overdraft Credit Lines, Pledged Asset Lines and General Checking/Savings accounts.
- Process Cash reconciliation of GL Accounts and Clients Accounts.
- Assisted customers via phone, fax, and email with the processing and delivery of their industrial supply shipments
- Developed and applied new strategies to prevent issues Evaluated warehouse procedures to determine the most efficient method to deliver products to customers.

#### Business Operations Specialist

**Boeing - 1997 – 2000**

##### Key Deliverables:

- Assists in the development and integration of programs, plans, strategies and processes to meet business goals for authorization, such as sourcing strategy for commitment of work, cost imperatives, deployment analysis and impact mitigation.
- Supports the coordination and clarifies the analysis with business partners to validate results and determine scope to meet long range business goals and develop business case.
- Responsible for supporting the coordination of the commitments with internal and external organizations.
- Identifies risk and opportunity potential, develops mitigation planning and refines the business case.
- Meet with leadership to gain project approval.

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- Collects, organizes and provides data according to established processes within the management system to maintain status of programs, customer and supplier commitments and compliance.
- Ensures follow up action for issue resolution..

### EDUCATION

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