

Robert Smith

Sr. COO

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SUMMARY

Highly organized self-starter with a demonstrated ability to manage multiple projects concurrently, strong attention to detail, problem solving skills and follow-through capabilities.

SKILLS

Account Management, Sales, Insurance, Business Development.

WORK EXPERIENCE

Sr. COO

ABC Corporation - August 2005 – June 2014

- Integrated capability and spares/procurement organization into a company. Served on the Board of Directors for six years.
- Responsible for reconciliation of up to bank statements, account analysis and correcting any discrepancies.
- Accountable for processing vendor invoices to ensure timely and accurate payment.
- Hire, train, motivate and evaluate employees. Managed three employees and co-supervised ten.
- Processed new employee paperwork, including insurance documentation, and maintained employee files.
- Tracked and evaluated inventory for five retail stores across resulting in ensured consistency in meeting objectives.
- Strengthened procurement organization with metrics, KPIs and legal review.

COO

ABC Corporation - 2003 – 2005

- Deducted over \$20k from the annual operating budget by launching a new approach to meeting facilitation.
- Cut the average meeting time 30% and improved the quality and timeliness of deliverables while remaining collaborative [Sound interesting] Engineered and implemented a custom sales and marketing database that was designed to capture valuable market insights in an entirely new industry that lacks basic market intelligence.
- Generated sales forecasts used to scale business operations and production capacity.
- Designed an extended warranty service package that aligned the organizations strategic goals with a focus on customer success management with the rapidly changing needs of our business clientele.
- Slashed the average employee on-boarding time by 30% by launching a training and performance review program.
- The initiative not only saved over \$200k in operating costs, but it also aimed to strengthen the organizational culture and employee engagement.
- Launched a safety program that extended beyond regulatory compliance, but also incorporated safety into the organizational culture and product development process as well..

EDUCATION

Masters in Business Administration - (Columbia College)