

ROBERT SMITH

Contract Management Analyst

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Worked in radio, communications, national security and management analysis of financial, labor and workload data. Looking to supplement income which has been lost due to US Government sequestration and subsequent furloughs.

DECEMBER 2010 - OCTOBER 2014

CONTRACT MANAGEMENT ANALYST - ABC CORPORATION

- Analyzes case information and provides management with recommendations for improvements to Branch Chief.
- Recommends possible approaches and strategies to resolve such cases.
- Conducts detailed analyses of complex functions and work processes of broad administrative or technical programs and makes recommendations for improvement in the effectiveness and efficiency of work operations.
- Provides case intake coverage of telephone line, scholar portal inquiry, school third party representative email, fax or call question if required, performs initial case intake and listens to callers who are at times difficult to manage to ensure they know they have been heard, and will assist in identifying options.
- Documents these calls in the BMISS Tracking System completely, such that the incumbent or other specialist can proceed with data gathering, research, analysis and case resolution.
- Sustains a minimal workload of 30-340 research cases that are difficult and complex.
- Authors letters to customer relaying detailed and complex information ensuring that letters are professional, accurate, complete and appropriate to the audience.

2007 - 2010

MANAGEMENT ANALYST - ABC CORPORATION

- Recruited to manage the technical operations for the COMET Team, which included unity supply operations, property management, deployment, safety, and administrative activities.
- Additional operational responsibilities include, creating best practices; tracking and creating metrics; and daily assessments.
- Designed and implemented operational plans, as well as metrics and benchmarking systems for such plans.
- Advised key, Government stakeholders on operational development and assessments, as well as recommending changes in methods, equipment, systems to ensure operational objectives are met.
- Managed logistics property accountability valued at \$ 255,000,000 on three hand receipts with zero dollars losses.

- Key Team Leader who consistently exceeded stated objectives on all projects.
- Led smaller teams in developing effective inventory management systems to minimize loss and maximize performance..

EDUCATION

Associate in Accounting & Office System - 2005(Louisiana Technical College - Alexandria, LA)

SKILLS

Proficient In Microsoft Excel, Word, Power Point, Outlook.