

Robert Smith

Business Operations Manager/Team Lead

CONTACT DETAILS

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PERSONAL STATEMENT

Developed a wide array of skills in Technical Sales, Solution Development, Delivery Lead, Project Management, Project Implementation, Team Management, Service Delivery and Customer Service support. As a critical resource to companies, provided expertise in the IT outsourcing resource development side of the business. With excellent customer facing skills, Worked with customers to help them determine the important IT outsourcing requirements and plans to meet their desired goals.

WORK EXPERIENCE

Business Operations Manager/Team Lead

ABC Corporation - May 2010 - May 2011

Responsibilities:

- Leading Services Foundation Governance Activities, driving process maturity, partnering across the cross-functional Services Foundation team to improve the maturity of the program.
- Managing and updating the Detail Methodology and associated processes, across the program.
- Driving Product Management stakeholder engagement projects
Partnered closely with Product Management teams across Cisco Services to manage the specific tasks and activities associated with aligning other Cisco Services stakeholders with the Services Foundation Program process and methodology.
- Leading Services Foundation Program metrics activities, Partnered across the cross-functional Services Foundation Program team to drive the development, tracking and reporting of Services Foundation program metrics.
- Determining the needed governance policies and procedures for the Services Foundation program.
- Developing and maintaining subject matter expertise and documentation of the end-to-end Services Foundation Detail Methodology and associated processes.
- Initiating and leading both small- and large-group discussions to understand, improve, and gain approval of the Services Foundation methodology and associated processes.

Business Operations Manager

ABC Corporation - 2005 - 2010

Responsibilities:

- Directs the administrative department of the company.
- Ensures compliance in multiple branches according to established administrative processes and policies.
- Oversees with the support of a team of administrators at every branch proper execution of important processes related to leasing and sales contracts, credit approvals for customers, determination of accruals, P.O.s management, AP reconciliations, support for sales organization among others.

SKILLS

Project Management,
Planning Resource
Allocation, Customer.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

- Improves and develops processes and initiatives including also sales & operations in order to do business easier with our customers.
- Key Achievements Improved P.O.s process execution at branches helping the company to accrue with more accuracy and therefore allowing to generate more reliable monthly forecasts and P&Ls.
- Developed and improved sales and operations processes that will be key to improve customer experience, ease of doing business, and generate more revenue.
- Improved engagement and collaboration between both teams sales & operations at branches which has been key to success in process execution and compliance..

Education

Associate of Arts in Project Management - 2005(Washington University - San Jose, CA)