

ROBERT SMITH

Business Partner/Director

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

SUMMARY

A goal-oriented business administration professional with HR and retail sales experience. Excellent customer service and communication skills. Tenacious in forging a strong long-lasting relationship with customers & Partners, building new business and securing customer loyalty

CORE COMPETENCIES

Account Management, Business Development, Customer Service.

PROFESSIONAL EXPERIENCE

Business Partner/Director

ABC Corporation - 2009 – 2015

Key Deliverables:

- Co-developed a sales and marketing plan that increased occupancy rate from 50% to 80% over a 4 year period.
- Monitored ads and website inquiries daily to provide quotes and to secure bookings for vacation homes.
- Reconciled monthly statements for homeowners paid utility bills and submitted monthly sales/lodging tax on their behalf.
- Motivated homeowners to reinvest positive cash flow back into their properties which netted significant ROI results.
- Managed Operations Accounting for the business utilizing both Excel and QuickBooks.
- Collaborated with an advertising agency to create a new advertising campaign that targeted two specific niche markets with a new image and website that netted a continuous positive cash flow in homeowner accounts.
- Implemented a pre-guest/post-guest home inspection program that increased the repeat customer base from a couple of guests a year to over 30% repeats as well as a 25% increase in referrals.

Business Partner

ABC Corporation - 1998 – 2009

Key Deliverables:

- Hired, trained and supervised 20 + employees in the manufacturing process of kitchen and bathroom products.
- Managed Payroll and HR for the business. Published Employee Policies & Procedures Manual.
- Formalized an employee safety program and established a drug-free workplace both of which contributed to reduced workers compensation costs and rates.
- Attended weekly construction job site meetings for both commercial and multi-home building projects.

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- Co-developed a business plan that reduced overhead costs and improved margins from 22% to 43%.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

- Bachelor of Science in Journalism - 1993(University of Kansas - Lawrence, KS)