

Robert Smith

Senior Vice President Of Operations

CONTACT DETAILS

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Alabama
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SKILLS

Project Management,
Program Management, IT
Management, Sales
Management, Account
Management, Territory
Management, Training &
Development.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

PERSONAL STATEMENT

Collaborative leader of multi-discipline team providing expertise in office design, planning and controlling, employee engagement, environmental programs, location safety and security and back office services. Possess strong change management, analytical and problem solving skills, focused on continuous improvement and operational efficiency. Demonstrated leadership of major cultural transition and creation of new organizational structure.

WORK EXPERIENCE

Senior Vice President Of Operations

WIDEX USA INC - 2011 - 2019

Responsibilities:

- Adopted executive-level role within one of the worlds leading manufacturers of hearing technology.
- Innovate strategic management and business plans for revenue generation, pricing, market expansion, partnership development, customer acquisition/satisfaction, and resource allocation/cost control.
- Provided steadfast, insightful leadership to manage change throughout dynamic periods, including a procession of four general managers in as many years and transition to the full-fledged U.S.
- Secured and ensured the success of the companys first government Veterans Administration (VA) contract despite limited resources, with contract delivering \$5M in revenues in the first 10 months, leading to optimization of internal processes, and enhancing brand satisfaction among all customer segments.
- Rescued struggling customer care call center, utilizing research-based market insights to steer overhaul of training and quality programs, with efforts yielding impressive 65% reduction in queue wait times, 78% drop in abandoned calls, and 82% decrease in average answer time in under 10 months.
- Championed the rollout of first-of-its-kind digital marketing program generating a 30+% engagement rate in just 90 days among independent retailer networks.
- Identified opportunity for new loyalty program for top customers, ultimately generating one-third of all revenues.

Senior Vice President

ABC Corporation - 2006 - 2011

Responsibilities:

- Maintained management and responsibilities for existing strategic business units while developing and leveraging company core competencies to expand client foundation.
- Worked directly with the CEO and CFO to set strategic and operational goals for the new Broker/Dealer unit.
- Procured, trained and retained sales, trading and operations staff.
- Conducted feasibility studies of new business extensions to ensure

company profitability and cash flow goal attainment.

- Performed benchmark and profitability analysis for existing businesses where goals were achieved or units restructured.
- Results and achievements Managed purchase and implementation of a new information technology system to ensure performance, control and legacy system integration goals were met.
- Exceeded yearly growth goals of 2 billion dollars in new business in eight months.

Education

Master of Clinical Science in Communications Disorders - 2005
(UNIVERSITY OF WESTERN ONTARIO - London, ON)