

Robert Smith

Sr. Chief Operations Officer

CONTACT DETAILS

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PERSONAL STATEMENT

Experienced HR Professional with 20 years of comprehensive experience including recruitment and retention, conflict resolution, change management, and benefits administration. Proven experience collaborating with senior management to conduct Human Resources strategic planning in order to support and further corporate goals. Posses broad knowledge of Human Resources in a variety of sectors for both exempt and non-exempt employees, Demonstrated experience in initiating cost containment strategies resulting in significant savings.

WORK EXPERIENCE

Sr. Chief Operations Officer **ABC Corporation - 2000 - 2013**

Responsibilities:

- Reporting to the company President and Director of Patient Services responsible for the day-to-day administrative operations of this company that included Human Resources, Volunteer Services, Information Technology, Facilities Management, and Marketing and Public Relations.
- Conducted extensive analysis of existing HR organization and developed business plan to update all policies, procedures, services, programs and operations.
- Direct human resource functions including recruiting, hiring practices, benefits and compensation.
- Transformed previously disorganized, under-performing Human Resources Department into a well-functioning, cost efficient and highly utilized entity as evidenced by 85% improvement in service scores over prior years employee survey data.
- Led company growth from a one million dollar operating budget to a five million operating budget.
- Rewrote 5 year old Employee Manual including revision of outdated policies to ensure compliance and adding new policies to improve moral.
- Identified numerous employees who had been incorrectly given a status of exempt and changed to non-exempt avoiding violations of Fair Labor Standards.

Chief Operations Officer **ABC Corporation - 1997 - 2000**

Responsibilities:

- Emphasis on 8the day to day operations of the association which included the hiring of personnel, monitoring income and expense, monitoring programs and all services provided.
- Supervision of program and coordinator staff, consisting of five full time directors.
- Regularly toured grounds and buildings to know the current condition of all facilities, made recommendations for improvements and or

SKILLS

Microsoft Excel, Great Plains Accounting Software, Microsoft PowerPoint, BI 360, FRx and Management Reporter financial reporting tools.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

maintenance.

- Regularly conducted cost analysis to determine value and effectiveness of programs and services.
- Accountable for risk management, staff development and evaluation.
- Worked directly with CEO in forming the association organizational flow chart for operational policies and procedures.
- Staff liaison for committee and volunteer board development..

Education

Communications - (Dale Carnegie Graduate)