

ROBERT SMITH

Jr. Director Of Business Operations

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SUMMARY

Accomplished professional with increasing levels of leadership experience in both nonprofit and for-profit industries possessing unique skill set including customer service management, program development and delivery, training, and office management.

SKILLS

Management, Customer Service, Microsoft Office, Program Management, Program Development, Coaching, Training & Development, Hiring.

WORK EXPERIENCE

Jr. Director Of Business Operations

Classroom Central - April 2006 – 2020

- Director of Business Operations Ensure that business operates within the companys mission.
- Supervise staff to ensure that programs are accurately executed.
- Manage and forecast inventory for accuracy to guarantee that product is sustained to meet all program goals.
- Develop and provide program utilization reports on a monthly and ad-hoc basis.
- Analyze and implement process changes to increase operational effectiveness.
- Review, negotiate and approve equipment needs.
- Annually review employee benefits to make changes that align with the organizations budget while focusing on employee needs.

Director Of Business Operations

Delta Corporation - 2003 – 2006

- Business Operations - Co-founder and senior partner responsible for set up and oversight of day-to-day business operations including budget, finance.
- P&L Management - managed a profitable business line with P&L responsibility for onsite staffing Business Development - sales generation, contract.
- Reported to the Vice President, Entertainment and Corporate Division for the Americas Responsible for Barcos Digital Cinema and Pro AV businesses.
- In conjunction with various department heads, planned and executed the annual \$300M budget.
- Developed operational functions essential for increasing productivity including product promotion and placement and evaluated and established.
- Support Vice President with overall financial and business operations management of a \$70 million.
- The value of the proposals submitted is in excess of \$1 billion on an annual basis Participation in Business Development activities.

SCHOLASTICS

- Diploma - (Olympic High School - Charlotte, NC)