

# Robert Smith

## Director Of Business Operations/Executive

### **CONTACT DETAILS**

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### **SKILLS**

Lean Six Sigma Master  
Black Belt.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

## **PERSONAL STATEMENT**

To obtain a leadership role in your company, where skills, expertise, experience, and education are utilized to help the company and employees become successful.

## **WORK EXPERIENCE**

### **Director Of Business Operations/Executive**

**ABC Corporation - August 2004 - January 2007**

#### *Responsibilities:*

- Managed a global performance reporting and analysis team reporting directly to the COO supporting over 100,000 TDM/IP global connections.
- Tasked with solving business problems associated with improving processes, quality, and cost initiatives associated with increasing the customers experience.
- Performed and documented functional, integration, acceptance, regression, and beta testing of software releases.
- Established and reported on a comprehensive set of SLA/KPIs supporting all aspects of the business.
- Established CEO level metrics supporting annual employee bonus criteria.
- Created and implemented ITIL v3 best practices across entire operations organization to include network operations, IT, Sales, & Marketing relative to supporting seven global call centers.
- Retrieved and extracted large amounts of data from servers and data warehouse.

### **Director Of Business Operations**

**Delta Corporation - 2002 - 2004**

#### *Responsibilities:*

- Achieved 20% increase in revenue within first year as Director of Business Operations by implementing an agile and modern marketing platform, hiring .
- Addressed glaring spending issues and reduced overall costs by 18% via new data tracking analytics and inventory control measures.
- Established performance metrics for sales force and communicated goals and expectations while fostering an environment focused on overall customer .
- Skillfully fielded escalated customer concerns to afford rapid, satisfactory resolutions while demonstrating best practices to raise overall .
- Directed end-to-end business operations for Pearsons custom digital solutions Represented and prioritized critical business objectives across .
- Currently leading BD opportunities and providing Capture & Proposal Management in the DoD/DoJ arenas for Truestone.
- Provided operations support as Program Manager for two classified FBI

contracts, and one Army Modeling & Simulation program.

## **Education**

MBA - (Mid-American Nazarene University)