

COO

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Highly enthusiastic sales, customer service and transmission professional with client interface experience. Dedicated to maintain customer satisfaction and contribute to company success.

Skills

Microsoft Office, ERP/MRP.

Work Experience

COO

Capital Core - September 1993 - 2019

- Worked diligently to train the current owners in the automotive/transmission industry.
- A leader in sales, purchasing & customer contracts.
- Promptly responds to general inquiries from staff and clients via mail, e-mail, phone, and fax.
- Assist with Supervisor responsibilities when other Supervisors were unavailable.
- Inbound customer service, order status, billing, and general inquiries.
- Currently working over a week including travel time to vendors, clients, and other locations.
- Set up and negotiate accounts for vendors and clients/customers.

COO

Intec Solutions, Inc - 1989 - 1993

- SENIOR MANAGEMENT AND OPERATIONS EXECUTIVE for an innovative technology service firm managing rapid revenue growth Managing portfolio of clients from multiple industries with multiple service lines Oversees management and accountability of budgeting and.
- Stabilizing fluctuating revenue cycles to a predictable re-occurring revenue cycle model increasing monthly re-occurring revenue by 64% Creating and deploying cost reduction strategies.
- Including vendor pricing negotiations, utilization of varied human resource types, out sourcing, maximizing key strategic relationships with vendor partners to fill expertise gaps in custom projects.
- Efforts yielding a reduction of annual costs by 30% and increased margins by 15%.
- Major accounts relationship manager serving as primary point of contact and liaison between technical teams and customers Cultivated and maintained excellent long-term relationships with customers, clients, vendors and strategic partners Analysis of customer driven data to set bench marks for superior customer service.
- Consistently maintaining 95 to 97% customers satisfaction across all lines of business for the past 5 years with low attrition rates Instrumental in business development specifically with strategic partnerships securing long term mutually beneficial.
- Experience negotiating and servicing multiyear service contracts.

Education

