

ROBERT SMITH

Business Operations Specialist/Supervisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Currently the Business Operations Specialist for the Environmental company, working directly under the CEO and alongside the Project Managers. Started with this company in its startup stages and have worked from the ground up developing company processes, manuals, accounting procedures, and fulfilling employee training.

CORE COMPETENCIES

Project Management, Customer Service, Leadership, Management, Team Building, Strategic Planning, Change Management.

PROFESSIONAL EXPERIENCE

Business Operations Specialist/Supervisor

Arizona State University - April 2012 – 2019

Key Deliverables:

- Assists in the development and integration of programs, plans, strategies and processes to meet business goals for authorization, such as sourcing strategy for commitment of work, cost imperatives, deployment analysis and impact mitigation.
- Supports the coordination and clarifies the analysis with business partners to validate results and determine scope to meet long range business goals and develop business case.
- Responsible for supporting the coordination of the commitments with internal and external organizations.
- Identifies risk and opportunity potential, develops mitigation planning and refines the business case.
- Meet with leadership to gain project approval.
- Collects, organizes and provides data according to established processes within the management system to maintain status of programs, customer and supplier commitments and compliance.
- Ensures follow up action for issue resolution.

Business Operations Specialist

ABC Corporation - 2007 – 2012

Key Deliverables:

- Maintain and update PAS decision tree guidelines.
- Identify, resolve, and escalate business and operational issues.
- Responsible for correspondence creation and revisions using PReS Share software by PrintSoft.
- Create cases for testing authorizations within AS400/RxCLAIM to ensure accuracy of guidelines and remediation.

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- Compile raw data using Microsoft Excel for production tracking.
- Validate information and rules from Development Stage-Production.
- Track and update ticket request using SharePoint..

EDUCATION

Master of Business Administration in Operations and Supply Chain Management -
2012(Capella University - Minneapolis, MN)

