

Robert Smith

Business Services Manager

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SUMMARY

Respected and proven leader with 10+ years working with various types of people in a variety of types of facilities. Team player with the ability to develop a positive relationship with clients and employees.

SKILLS

Records Management, Customer Service, Project Management, Competitive Assessment.

WORK EXPERIENCE

Business Services Manager

ABC Corporation - June 2010 – February 2016

- Planned and prepared employee work schedules.
- Inspected work performed to ensure that it meets specifications and established standards.
- Performed or assisted with cleaning duties as necessary.
- Conferred with staff to resolve performance and personnel problems, and to discuss company policies.
- Investigated complaints about service and equipment, and take corrective action.
- Maintained required records of work hours, budgets, payrolls, and other information.
- Checked and maintained equipment to ensure that it is in working order.

Business Services Manager

Delta Corporation - 2005 – 2010

- Instructed staff in work policies and procedures, and the use and maintenance of equipment.
- Recommended changes that could improve service and increase operational efficiency.
- Trained and worked with franchisees.
- Recruiting, training associates, business planning and increasing profits and growth of each office.
- Managed Accounting, Purchasing, IT, and Shipping teams.
- Managed sales and customer service teams in multiple call centers with as many as 60 FTE.
- Account manager for major clients and responsible for the overall success of each account.

EDUCATION

Business - (Michigan State University - East Lansing, MI)