

ROBERT SMITH

Chief Operations Officer II

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Lead culturally diverse teams with optimum success Analyzed systems and processes to streamline production and reduce waste Influenced and strengthened customer relations and service Systemized processes and operations to achieve higher than expected outcomes Conceptualized and implemented new strategies and standards Thrived in diverse environments and situations, adapting and overcoming any challenge Effectively mediated, lead and collaborated with diverse teams on multiple projects.

MAY 1994 - MAY 2008

CHIEF OPERATIONS OFFICER II - ABC CORPORATION

- Responsible for Underwriting, Claims, Premium Audit, Product Development, Marketing and Agency Relations for HEMIC, a competitive state work comp mutual company which ended with \$38,000,000 in premium and 5700 member policyholders.
- Rewrote HEMICs producer contracts, reengineered workflow, and processes for Underwriting and Premium Audit.
- Implemented a predictive modeling program for risk pricing.
- Responsible for the management of HEMICs combined ratio in coordination with various Vice Presidents reporting to the C.O.O.
- Oversight for all sales incentive meetings, conventions, and gatherings at various resorts and hotels.
- Additional responsibilities as President of HMI include executive oversight of Claims, Loss Control and Engineering, Carrier Relations, and Marketing and Production for HMI, a Managing General Agency owned by HEMIC.
- \${job_description7}

1993 - 1994

CHIEF OPERATIONS OFFICER - ABC CORPORATION

- Product line development and management of a premier product line in the outdoor industry.
- 50% sales growth during tenure.
- Primary point of contact for all customers dealers, distributors, buy groups, multi-chain retailers.
- Developed sales strategies and marketing tools designed to meet both the companys and customers needs and objectives.
- Overseas sourcing.
- Manage companys product liability and act as legal lead.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Bachelor of Arts in History - (Belmont Abbey College - Belmont, NC)

SKILLS

Retail Management, Sales Management.