

ROBERT SMITH

Vice President Of Operations/Project Manager

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SUMMARY

Proven Vice President Of Operations/Project Manager working with a diverse team of staffing professionals to exceed performance and financial goals. Experienced professional interfacing with military and civilian customers to meet established metrics and expectations.

SKILLS

Microsoft Office, Apple Suites, Quickbooks, Coaching, Training & Development, Management, Sales, Strategic Planning, Effective Communication, Project Management, Asset Management

WORK EXPERIENCE

Vice President Of Operations/Project Manager

ABC Corporation - November 2014 – November 2018

- Managed a project portfolio of \$50 million/year, with 550+ FTEs across 26 geographic locations.
- Increased corporate employee retention by 50%, decreased corporate attrition levels by 25%, improved performance metrics and customer satisfaction scores by 25%.
- Designed industry-leading and award-winning veteran hire program achieved the major milestone of 25%, veteran workforce through creative staffing/hiring solutions designed programs to increase mission support capacity by at least 25% and decrease operating costs by at least 25%.
- Promoted to Vice President of Operations of the newly formed national services division within 2 years.
- Built strong relationships with key stakeholders becoming a strategic resource/partner to decision-makers.
- Continually expand responsibilities as a member of the executive leadership team with overall divisional general management, hands-on strategic planning and execution, staffing and resource management, customer service development, personnel management, operations, and divisional purchasing.
- Successfully developed and conducted project staff and management training programs.

Director/VP/SR Vice President Of Operations

ABC Corporation - August 2012 – October 2014

- Ensured company culture and values drive daily operational processes, including physician engagement, resulting in a positive work environment and exceptional patient experience.
- Collaborated with leadership to develop and execute to the annual budget. Provided justification for any variances.
- Collaborated with the Director of Call Center to optimize resources and improve the patient experience.
- Worked with RCM team to optimize operational processes to reduce lag time, charge capture, reducing denials.

- Oversaw all practice related renovation projects. Participated in cross-functional committee.
- Participated and attended conferences and seminars as required.
- This is Dummy Description data, Replace with job description relevant to your current role.

SCHOLASTICS

- BA in Government Administration - 2010 (Franklin & Marshall College - Lancaster, PA)Ride For Life Leadership Committee - (University Of South Carolina College Of Business Administration)