

Business Operations Specialist/Analyst

ROBERT SMITH

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Objective

Results focused professional seeking a position where global expertise and skill sets are cultivated and utilized for organizational success. Well-versed in organic advancement while effectively maintaining departmental productivity.

Skills

Accounting, Employment law, Business management.

Work Experience

Business Operations Specialist/Analyst

Philips Healthcare - 2012 – 2019

- Work within a strict deadline ensuring compliance procedures are followed during an installation.
- Manage regional installation schedule for various modalities including Magnetic Resonance, Ambient, Cardiovascular, Surgery, Computed Tomography, Nuclear Medicine, and other modalities plus upgrades and Demonstration and Loaner Equipment as well as Room Moves.
- Work closely with Project Managers, Regional Service Managers, Zone Installation Managers, Field Service Engineers, internal Philips organizations such as the Installation Database Team, Quality and Regulatory, Order Management, Sales Force and Sales Specialists.
- Plan and participate in projects and audits as well as offering assistance to customer service teams.
- Responsible for training new members within the Center of Excellence (COE) group and within other regions as needed.
- Process Service requests for Capital Acquisition Requests, Installation Work orders and Site Tags, Tools and Test Equipment, Equipment Technical Training and other Service needs to support Field Service.
- Supports Audit processes for all Installation documentation ensuring FDA Compliance.

Business Operations Specialist

Washington Federal - 2007 – 2012

- Provide branch support with business inquiries.
- (Debit cards, online banking, disputes, research, bank policy, and procedures.
- Process branch requests (debit card ordering and maintenance, online banking boarding and maintenance, disputes, and complex research) for business accounts.
- Manually charge check and ACH return fees for business accounts.
- Balance cash boxes for loan payments and overdraft protection.
- Provide the branches account opening assistance and business document review.
- Skills Used Microsoft suite.

Education

Bachelor's in Psychology - (Spring Hill College - Mobile, AL)