

ROBERT SMITH

Operations Intern/Technician

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

SUMMARY

Dynamic, results-producing Project Controls Specialist with an exceptional background of dramatically increasing productivity and efficiency by re-engineering and streamlining processes.

CORE COMPETENCIES

Microsoft Office, Adobe Creative Suite 6.

PROFESSIONAL EXPERIENCE

Operations Intern/Technician

ABC Corporation - March 2014 – June 2015

Key Deliverables:

- Identified workforce gaps by assisting with Task-Mission-Function Review; detailed current hiring authorizations against the actual headcount and associated costs.
- Furnished management with key information by completing projects on facility utilization, environmental sustainability, annual budget, and manpower.
- Significantly improved efficiency for Operations, Facilities Management, and the Chief of Staff by implementing SharePoint portals.
- Participated in developing and publishing the Leader Development and Education Strategic Plan and with defined procedures.
- Developed or drafted various documents including training briefs and news updates on publications, conferences, and faculty achievements.
- Worked with Human Resources on hiring and on boarding new team members.
- Interpreted the results to develop a strategic marketing plan.

Operations Intern

ABC Corporation - 2009 – 2014

Key Deliverables:

- Gained familiarity with operations through fieldwork.
- Generated five-year forecast for Denver terminals 220 industries.
- Compiled and formatted information for Colorado divisions business continuity plan.
- Developed trainmaster playbook for Denver terminal and division jobs.
- Completed various day-to-day projects for division officers.
- Worked mainline derailment and submitted incident report.
- Identified staff hours away from home terminal (AFT) and reported data discrepancies, which resulted in improving crew AFT reporting methods..

EDUCATION

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- Master of Business Administration in Operations Management - 2007(University of Saint Mary - Overland Park, KS)