

Robert Smith

Business Operations Specialist/Supervisor

CONTACT DETAILS

1737 Marshville Road,
Alabama
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SKILLS

SAP, Project
Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

PERSONAL STATEMENT

Self-directed, organized, detail oriented, and customer service leader. Enjoy working with others on projects, supporting and leading people in meeting their personal goals while fulfilling the mission of the organization, including engaging, training, and supporting volunteers as they work in the community meeting needs that arise due to disasters, and human crisis.

WORK EXPERIENCE

Business Operations Specialist/Supervisor

Arizona State University - April 2012 - 2019

Responsibilities:

- Prepare financial reporting, accounting, billing, collections, payroll, and budgeting duties.
- Provide assistance to other organizational units regarding accounting and budgeting policies and procedures and efficient control and utilization of financial resources.
- Support the financial planning, budgeting, procurement, or investment activities Monitored financial activities and details.
- Develop internal control policies, guidelines, and procedures for activities such as budget administration, cash and credit management, and accounting.
- Analyze the financial details of past, present, and expected operations to identify development opportunities and areas where improvement is needed.
- Maintain current knowledge of organizational policies and procedures and current accounting standards.
- Evaluate needs for procurement of funds and investment of surpluses and make appropriate recommendations.

Business Operations Specialist

ABC Corporation - 2009 - 2012

Responsibilities:

- As a B.O.S.
- the primary and daily duty was to monitor call delivery and allocate resources as necessary for the site.
- Monitored the centers activity controlling any and all offline usage to meet call volume needs and made adjustments to staff based on delivery of calls compared to forecasting.
- Some of my other duties were, but not limited to; help create onboarding accounts, handled scheduling for the site based on forecasting, ran daily reports for occupancy percentage, assist with monitoring the sites attrition rate, and opened necessary tickets for IT/ helpdesk to ensure full operation of center and equipment.
- Starting as a Customer Support Representative, I received inbound calls for consumer account maintenance, technical issues, and functioned as a loyalty representative to regain customer business.
- Shortly after, I advanced to floor coverage as a Customer Support

Specialist.

- Within this position I assisted with CSR real time needs, agent development by giving essential feedback from remotely monitored calls, and coaching on available areas of opportunity..

Education

Certificate in Performance Management - (Universidad Catolica Andres Bello)