

# ROBERT SMITH

## Sr. Business Center Manager

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

### SUMMARY

5 Years Leadership Experience in Business, Sales, Retail and Retail Loss Prevention 5 Years Leadership Experience in Logistics, Warehousing, Allocation and Distribution 3 Years Leadership Experience in Mass Production.

### CORE COMPETENCIES

Microsoft Office, Data Entry, Type 60 Wpm, Customer Service, Project Management.

### PROFESSIONAL EXPERIENCE

#### Sr. Business Center Manager

ABC Corporation - 2000 – 2011

##### Key Deliverables:

- Project management & Logistics) Managed a department which supplied technical and professional products and services to all employees and customers of the Pittsburgh office, 7 national regional offices and 5 international offices and support centers (+900 employees).
- Services included but were not limited to the production of all custom proposals for all national and international RFQs, management of offsite reproduction center for large reprint requests, product literature fulfillment for customer requests and technical trade shows, custom design and print of a wide range of print collateral requests submitted by employees, vendor management of print collateral design, on-demand production and distribution of literature.
- Also responsible for identifying worldwide cost savings initiatives and numerous division responsibilities Participated as an active team member most recently on Reverse Auction of all onsite and regional office Multifunction machines.
- Wrote multiple technical specifications for entire Division and its regional offices, customized to meet needs of all employees and their individual day to day hands on printing needs.
- Active member in pre-qualifying bidders, launching auctions, awarding bidders, implementing installation plans and training of all employees on new equipment.
- Successfully managed and secured cost savings on multiple vendor negotiations including Offsite reproduction facility providing daily pick-ups, deliveries of large print/copy needs for all employees.
- Offsite production of customer user manuals that are delivered to customers with all equipment.

#### Business Center Manager

Delta Corporation - 2000 – 2011

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### Key Deliverables:

- Order office machines for clients for meetings; Assist Guests with FedEx, DHL, and UPS shipping; Record Business Center and Audio Visuals transaction .
- Formalized standard operating procedures for all Business Centers companywide.
- Posted billing invoices for Business Center and Audio Visual departments in Opera.
- Packaged and shipped items domestically and internationally using FedEx and UPS.
- Responsible for managing overall performance in a low-volume center, including supervision of team members and the administration of center sales .
- Team member supervision includes hiring, training, discipline process and ensuring compliance with Standard Operating Procedures.
- Maintain all fiscal reporting procedures including accounts receivable, inventory, sales recaps and daily deposits.

### EDUCATION

- Bachelor of Science in Engineering - (University of Pittsburgh)