

# ROBERT SMITH

## Sr. Operations Officer

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

### SUMMARY

Results-oriented, motivated leader with extensive experience managing complex, mission-critical operations. Adept in developing operational policies and procedures that deliver measurable improvements to key performance indicators (KPI), including cost, productivity, and safety metrics. Talent for quickly mastering techniques, tools, processes, and systems, leveraging extensive educational background in systems engineering.

### CORE COMPETENCIES

Microsoft office.

### PROFESSIONAL EXPERIENCE

#### Sr. Operations Officer

ABC Corporation - April 2010 – July 2013

##### Key Deliverables:

- Hold accountability for mission-critical ships operations; managed a team of 40 junior officers and personnel, leading all aspects of training, mentoring, and performance management.
- Directed routine logistical, technical, and operational functions; coordinated special projects and project resources, such as personnel, materials, and equipment.
- Ensured consistent readiness of ship, equipment, systems, and personnel; reported operational statuses and issues to senior leaders and routinely liaised with officials in naval headquarters.
- Oversaw optimum operational safety and adherence to organizational standards and guidelines.
- Selected Accomplishments Improved safety record by 25% through ongoing procedural analysis and improvement; delivered ongoing improvements to operations and procedures which provided sustained cost savings.
- Revamped the personnel recall procedures to cut turnaround time for crew readiness from 60 minutes to 20 minutes, substantially improving response time for emergency and contingency operations.
- Served as principal liaison to stakeholders in military and civilian operations, including training exercises, search and rescue operations.

#### Operations Officer

ABC Corporation - 2007 – 2010

##### Key Deliverables:

- Managed a department of 21 persons, promoting and maintaining optimal law enforcement and emergency response readiness for Western Lake Michigan.
- Ensured the safe operation of two (2) aids to navigation teams, nine (9) multi-mission stations and a multi-million dollar ice-breaking tug.

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- Oversaw the training of the most critical watchstanders and the management of a \$647,500 budget.
- Developed and implemented units intense summer operations program after working closely with federal and local authorities.
- This program gave personnel clear task direction and enabled us to respond promptly and effectively to 1,292 search and rescue cases.
- Provided senior leadership with valuable recommendations prompting immediate and effective prosecution of 183 search and rescue cases, preventing loss of lives.
- Improved training and performance of critical watchstanders, enabled personnel to prosecute search and rescue cases smoothly and efficiently.

### EDUCATION

- Bachelor of Science in Systems Engineering - (US Naval Academy - Annapolis, MD)