

Assistant Business Operations Manager

ROBERT SMITH

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Objective

An experienced and award-winning Business Operations Management Specialist with 4 years' success directing delivery in the collections industry. Prioritizes and executes duties efficiently in fast paced environments and achieves objectives through effective planning and performance management. Integrates inspiring leadership and excellent staff development skills, and applies analytical thinking in solving complex problems and managing conflict.

Skills

Program Management, Client Relationship Management, Team Leader, Budget Management, Process Improvement, Problem Resolution, Communications, Organizational Skills.

Work Experience

Assistant Business Operations Manager

ABC Corporation - 2004 - 2011

- Set up office and procedures for new law firm including initial and subsequent purchases of furniture and supplies, computers, computer programs and all initial and subsequent advertising.
- Write all checks and paid all invoices; deposited all fees paid into 2 to 4 financial accounts.
- Purchase all supplies and responsible for all mailing and receipt of mail.
- Purchase all equipment and oversaw set up and maintenance of computer system including server and up to 6 individual computers.
- Managed 5 employees in all aspects of their jobs.
- Trained 2 law students who worked as summer interns and managed and reviewed their work.
- Provide all administrative support for attorney including but not exclusively attorneys calendar of appointments, meetings, court appearances, travel arrangements and scheduling.

Business Operations Manager

ABC Corporation - 2002 - 2004

- Responsible for all front end and financial operations which directly led to support for the shop functions.
- These functions included advertising for and inviting in customers to the center.
- Making sure the staff provides estimates in a timely basis and sell the repairs.
- Also responsible for communication with vendors for best possible prices on product and inventory and also accounting for it.
- Set budget targets each month and analyzed results of these targets.
- Increased gross profit on parts and accessories from 30% to 50%.
- Also increased shop labor hours by implementing a comprehensive procedure of inspecting vehicles for preventive maintenance service..

Education

Bachelor of Science in Communications - 1994(Appalachian State University - Boone, NC)