

# ROBERT SMITH

## Associate Business Center Manager

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### SUMMARY

Consistently reliable, enthusiastic and dedicated professional with a progressive record of development whom is currently seeking a position in an environment that presents continual challenge and growth. Pursuing a position that will encourage me to apply and develop both my distinguishing administrative abilities and strategic leadership skills to benefit mutual growth and success while enhancing the company's productivity and reputation.

### CORE COMPETENCIES

Leadership , Leadership , Management Experience,.

### PROFESSIONAL EXPERIENCE

#### Associate Business Center Manager ABC Corporation - April 2015 – October 2015

##### Key Deliverables:

- Responsible for development and implementation of Business Process Management.
- Developed and exhibited proficiency in customer service, print and copy services, design and creation of clients corporate identity products, packaging services, postal, shipping and freight services as well as prepare documents and web forms for traces and shipping claims.
- Successfully recruited, trained and motivated all center associates focusing on excellent customer service while developing and implementation of procedures that greatly enhanced the publics trust and reliability that the receiving and distribution of their mail and parcels were handled with integrity and confidentiality.
- Ensured that business center staff were fully trained.
- Monitored, managed and controlled costs to minimize expenses while increasing sales by 300%.
- Profitably merchandised business center with permanent and rotating retail supplies.
- Developed and achieved employee dedication through creation of an employee continued-education benefit package at no cost to employers and provided &quot;Inspirational Leadership&quot; to all business center associates.

#### Business Center Manager Delta Corporation - 2010 – 2015

##### Key Deliverables:

- Provided customer service and clerical services to the sales department.

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- Assist the accounting department by posting appropriate information and charges to accounts to reflect current financial status.
- Inventory the meeting rooms to insure necessary business supplies are available to clients to carry out their meetings.
- Consistently exceeds monthly sales goals, maintaining and fostering new relationships with customers to ensure success.
- Trains and develops new employees to be in compliance with company standards and expectations.
- Collaborates with other center managers, district manager and key support partners as needed to problem solve and ensure outstanding customer service.
- Business Center Manager May 2012-Aug 2014 Received recognition in the region for providing exceptional Customer Service through communication and by .

### EDUCATION

Associates of Science in Business Accounting - (Haney Community College)

