

# ROBERT SMITH

## Sr. Associate Director Of Operations

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

### SUMMARY

Senior Operations and Human Resources professional experienced in Domestic and International environments with application across multiple industries. Direct and coordinate internal operations, sales support staff and functions, HR generalist, customer service, personnel management, budget planning and oversight, client and service contracts, multi-site facility and vendor logistics, and internal quality controls.

### CORE COMPETENCIES

Sales And Marketing, Customer Retention, Operations Management, Recruiting/On-Boarding, Budgeting, Forecasting.

### PROFESSIONAL EXPERIENCE

#### Sr. Associate Director Of Operations

ABC Corporation - 2018 – 2020

##### Key Deliverables:

- Conceptualize, implement and develop operational strategies to generate leads, catalyze sales and grow membership.
- Oversee and direct daily operations of healthcare plans sales teams, emphasizing the provision of superior client service to bolster customer retention.
- Administer technological infrastructure, assuming full responsibility as EMR Project Manager.
- Develop and maintain a reporting system to facilitate the management and supervision of the daily operations.
- Responsible for staffing concerns, including hiring, disciplinary actions, and performance reviews.
- Improved operational efficiency by use of metrics, including reducing cleaning verification failure rate, and batch startup delays.
- Active team member involving tech transfer of new products to manufacturing sites.

#### Associate Director Of Operations

Delta Corporation - 2006 – 2010

##### Key Deliverables:

- Developed new initiatives to support the strategic direction of the organization Created and implemented long-term goals and objectives to achieve.
- Administered effective coaching and feedback to over 30 kitchens, cleaning, and wait staff members Worked closely with General Manager to maintain.
- Served as the financial administrator of a large non-profit organization representing more than 50,000 people across the U.S Supervised, managed and.
- Managed an operations budget of 2 million Continuously expanded understanding of company business and industry by maintaining knowledge of local and.

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- Licensed and opened 12 new day programs for adults with developmental disabilities  
Developing and implemented strategic plans and business plans.
- Assisted in the co-production and engineering of record creation for local and major label artists; including Sony, Dream Works, Drive-Thru.
- Managed AR/AP and bookkeeping functions, prepared financial and business proposals, collaborated with the CEO related to P&L improvements.

### EDUCATION

- Bachelor in Business Administration in Finance - 1994(Pontifical Catholic University - Ponce, PR)