ROBERT SMITH

Associate Business Process Manager

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A dynamic professional with 5+ years of IT experience in BPM assignments using IBM Business Process Manager v.8.5.1 /IBM WebSphere Lombardi Edition v7.x/ IBM Blueworks Live. Experienced in all phases of Software Development Life Cycle - Project Specifications, Requirements Analysis, Design & Documentation, Development, Testing, Support and Maintenance in BPM.

SEPTEMBER 2013 – SEPTEMBER 2015
ASSOCIATE BUSINESS PROCESS MANAGER - ABC CORPORATION

- Worked directly with the President, CFO, Controller, Vice President and brokers on a daily basis creating reports and ad hock queries for them.
- Managed 13 broker assistants.
- Wrote code to see how productive each of them were (how many quotes they processed, binders they made and sent out, and who checked things like additional names and other current underlying policies).
- Sat with the CFO and the broker assistant when there was a problem or review.
- Supervised teams multiple times and led them into large projects that were great time savers and cut hours off peoples days.
- My direct manager was the CFO.
- But whenever a problem occurred everyone in the office went to me first to look at it to see if I could fix it, and went to him only if it was a major issue.

2008 – 2013
BUSINESS PROCESS MANAGER - DELTA CORPORATION

- Data and Process Management Enhanced reporting processes by analyzing data, monitoring trends, and identifying improvement opportunities o Outcome .
- Recruited by the Chief Information Officer to define and document the E2E "As-Is" business processes in preparation for EMR implementation .
- Completed an AR process redesign resulting in a staff reduction of 25% and improved Days Outstanding from 84 to 54 days Gathered and documented AR .
- Leadership on successful project management to review, document, evaluate, and define staffing needs for 8 base locations to maximize service while .
- Responsible for management, coordination, and performance of Operations and Supply Chain activities and tasks related to the implementation of Oracle.
- Acted as liaison between.
- The project team and the user community.

EDUCATION

M.B.A. in accounting - 2005(Indiana Wesleyan University - Marion, IN)

SKILLS

Excel Programmer, SQL, Management, Financial Analysis, Financial Management.

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