ROBERT SMITH

Business Support Specialist/Manager

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Creative Business Support Specialist/Manager, versatile in devising, developing, implementing, and managing strategic test standards to deliver expected results. Strong analytical skills in identifying test requirements and test processes for software enhancements down to component-level technology validation.

2010 – 2019

BUSINESS SUPPORT SPECIALIST/MANAGER - UNIVERSITY OF MISSOURI - ST. LOUIS

- Prepare grant budgets and submissions of up to [] Advice Chair on financial operations, hiring decisions, and recommend new approaches and policies.
- Prepare and monitor monthly fiscal reports and resolve budget issues and discrepancies.
- Oversee budget of [] Oversee purchasing, billing activities, and tracking of capital equipment.
- Process full range of personnel and payroll actions needed to complete appointments, handle update merit increases, transfers, and separations.
- Supervise one administrative assistant and nine graduate students.
- Develop new office procedures and standards.
- Consult with Chair on offer and creation of offer letter.

2008 – 2010

BUSINESS SUPPORT SPECIALIST - ABC CORPORATION

- Monitor and support day-to-day activities for the Andover Order Fulfillment center.
- Work directly with end-users managing SAP, Q2O and business process related issues/inquiries.
- Facilitate Internal Workflow Tool Change Requests/Enhancements for the Andover Order Fulfillment Team.
- Include documenting requirements, working with the developer, User Acceptance Testing and training end-users..
- Manage user training for Andover Commercial Ops Specialists.
- This is Dummy Description data, Replace with job description relevant to your current role.
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EDUCATION

Certificate in PHR/SPHR Certification - 2007 (University of Missouri - St. Louis -
St. Louis, MO)

SKILLS

Windows OS, Encompass, Excel, Word, Powerpoint, Data Entry, Accounts Receivable,
Management