

# ROBERT SMITH

## Chief Operations Officer III

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### SUMMARY

A seasoned professional with more than 25 years of management and operations experience, human resources management and business development experience. Strong record of cost reduction and quality performance management in contracts oversight. Excellent qualifications in operations planning, implementation, management, team building, leadership and communications. Fully educated in all governing agencies policies, rules and regulations regarding contracts, grants and procurement: Included with these key qualifications are but not limited to: Managed, coordinated and monitor daily operations of businesses and transit organizations.

### SKILLS

Transportation Management, Customer Service Manager, Operations Management, Grant Writing, Budget Management, Staffing.

### WORK EXPERIENCE

#### Chief Operations Officer III

ABC Corporation - September 2005 – November 2009

- Managed the day to day operations of JUST 4U TRANSIT, LLC a minority transit service provider in Baltimore City.
- Established and maintained official and informal association with various federal, state and local officials and professionals to promote JUST 4U TRANSIT, LLC services and develop long term relationships for future opportunities.
- Recruit subordinates, drivers and other workers, train them and assigning them to appropriate task.
- Design route standard processes, planning their implementation, schedule and observing its execution.
- Create regular vehicle inspection program and maintenance electronic recording system.
- Created and maintain organizational budget for contracts.
- Assessed work performance of employees, provided feedback and discipline when required.

#### Chief Operations Officer

ABC Corporation - 2003 – 2005

- President, HEMIC Insurance Managers, Inc.
- Responsible for Underwriting, Claims, Premium Audit, Product Development, Marketing and Agency Relations for HEMIC, a competitive state work comp mutual company which ended 2010 with \$38,000,000 in premium and 5700 member policyholders.
- Rewrote HEMICs producer contracts, reengineered workflow and processes for Underwriting and Premium Audit.
- Implemented a predictive modeling program for risk pricing.

- Responsible for the management of HEMICs combined ratio in coordination with various Vice Presidents reporting to the C.O.O.
- Oversight for all sales incentive meetings, conventions and gatherings at various resorts and hotels.
- Additional responsibilities as President of HIMI include executive oversight of Claims, Loss Control and Engineering, Carrier Relations, and Marketing and Production for HIMI, a Managing General Agency owned by HEMIC..

## SCHOLASTICS

- Business Administration - 1995(George Washington University - Washington, DC)