

ROBERT SMITH

Senior Vice President Sales & Operations

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Highly motivated Senior Vice President Sales & Operations with over 13 years of experience working on and leading high profile, high visibility, complex technology projects for internal partners as well as external clients. Complete end to end project management experience including business case development, requirements, gating approvals, scheduling, financials, change management, critical escalations, and status reporting.

EXPERIENCE

Senior Vice President Sales & Operations

ABC Corporation - APRIL 2005 - FEBRUARY 2017

- Initially hired as an external consultant to develop a scalable program to conduct on-site assessments for Bank of Americas Tier 1 Suppliers to assess and ensure full compliance with banking and regulatory compliance requirements from an Information Security, Business Continuity, Contract, Regulatory Compliance, and Operational Risk perspective.
- Managed remediation plans to correct identified issues. Design and implement Line of Business testing programs to ensure Bank of America is compliant with all regulatory, policy and procedural requirements.
- Identified the largest (\$2MM+ annual spend) and most strategic Bank of America Suppliers (domestic) through each line of business including major airlines, financial and credit reporting, call centers and marketing research institutions.
- Audited over 125 Supplier locations to assess compliance with Bank of America standards which resulted in over 4,500 issues and three severity one enterprise audit items.
- Designed and tested Compliance and Operational risk Line of Business testing programs (Credit Card Services, e-Commerce, Deposits and Merchant Services) to identify errors and opportunities as the first line of defense using process modeling and six sigma tools.
- Developed and managed remediation plans to correct identified issues and areas of concern.
- Built strong business relationships at the Executive Level for Lines of Business partners and Supplier Management.

Senior Vice President

WORLDLINK, LLC - 2004 - 2005

- Supported the overall process of management and corporate decision-making to ensure the organization maximizes its short, medium and long term profitability and returns.

- Developed broad and deep knowledge of all Company programs and provides creative solutions to organizational and operational challenges.
- Evaluated the effectiveness of management practices, processes and activities; recommends or otherwise ensures appropriate measures are taken to maximize the performance of all operations.
- Fostered effective communications, accountability, and ownership; supports an organizational culture that promotes the initiative, appropriate risk-taking, learning, creativity, cooperation, equity, and mutual respect.
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EDUCATION

- MS in Project Management - 2002 (Keller Graduate School)

SKILLS

Commercial Lending, Management, Business Development, Market Research, International Business