

# ROBERT SMITH

## Assistant Director (Chief Operating Officer)

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### SUMMARY

8 years of experience as a Chief Operating Officer. Fast-track, a high-potential leader who has enjoyed successes in multiple industries. General Manager with strong P&L accountabilities who excels in both turnaround and entrepreneurial settings.

### SKILLS

P&L Responsibility, Kanban, Leadership Development, Strategic Planning, Agile, Scrum, ERP, SQL, ISO, SEO, MRP, Manufacturing, Service, and Project Management.

### WORK EXPERIENCE

#### Assistant Director (Chief Operating Officer)

ABC Corporation - July 2014 – March 2016

- Reporting directly to the founder/CEO, responsible for all operations, technology, information security, new customer implementations, call center, strategy and more.
- Vetted, introduced and implemented new technologies such as industry-specific communications management software, VOIP, SSRS and hosted exchange.
- Set technical direction with a move to agile scrum methodology and “software company” vision.
- Led first successful company off-site strategic planning meeting that resulted in a new quarterly business rhythm, KPIs, customer/employee surveys, and a manageable operating plan.
- Responsible for direct labor efficiency across all four sites accomplished through financial management training and new pay for performance programs.
- Significant accomplishments include led efforts to implement 40 new clients, a 110% increase over 19 clients from the previous year.
- Simplified historically stressful tax season by delivering a 62% decrease in job backlog.

#### General Manager

ABC Corporation - May 2008 – June 2014

- Magnatrol - founded in 1936, the company is a manufacturer of industrial solenoid valves for process control.
- Clark cooper division formerly Clark Cooper corporation, the business is a 100-year-old family-run firm.
- Purchased by magnetron in 2003, the company manufactures solenoid valve products for advanced applications.
- Responsibilities included vision development, strategic planning, p&amp;l and operational success of all aspects of the division.
- Direct reports included the engineering, sales, quality, marketing and production departments.

- Additional contributions included creating and communicating vision, mission and core values, analysis and translation of financials including p&amp;l and balance sheet, strategic planning, product offering, price planning, developing prosperous vendor and customer relationships, full implementation of ERP systems from exact software, and more.
- Significant accomplishments/results more than doubled revenue in four years (214%) and went from consistent loss to strong profitability (27% Ebitda).

## SCHOLASTICS

- BS in Mechanical Engineering - 1998(Cedarville University - Cedarville, OH)Post Graduate Diploma in Hospital & Health Management - (Indira Gandhi National Open University - New Delhi, Delhi)Bachelors Of Medicine And Bachelors Of Surgery - (BJ Medical College, University Of Pune - Pune, Maharashtra)