Robert Smith

Corporate Operations Manager II

CONTACT DETAILS

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Alabama
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SKILLS

PHP, HTML, CSS, Javascript, C++, Project Management, Web Development, Finance, Operations Management, Software Development.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

PERSONAL STATEMENT

11+ years of work experience, which includes senior level financial operations management and technical project management. Technology expert knowledgeable in full-stack web development, enterprise systems, and ERP conversions.

WORK EXPERIENCE

Corporate Operations Manager II

ABC Corporation - October 2012 – September 2014

Responsibilities:

- Project management for Finance related special projects.
- Helped implement a new invoicing system through testing and support.
- Supported training and development for a new online payment system.
- Developed a web based collection letter software application.
- Led a disciplined cross functional team of people focused on converting customers to e-mail billing, resulting in a 20% increase in enrollment.
- Designed/Developed/Supported finance related technologies.B2B system to system communication.
- Efficiency improving CRM enhancements.Cloud based (SAAS) software (eCredit, UTA, Billtrust, etc.) Online payment gateway.

Corporate Operations Manager

Delta Corporation - 2007 – 2012

Responsibilities:

- Oversaw all aspects of six Automobile Dealerships including Chevrolet, Ford, Mercury, Chrysler, Jeep and Dodge Franchises and two Pre-Owned.
- Consistently promoted from Activations Specialist to Activations Supervisor, for B2B division to assist fortune 500 clients.
- Performed customer service duties including client account management Maintained daily and monthly inventory levels Marketed new products for sale to.
- Oversee the Customer Service Department to ensure that customer satisfaction is the first priority Analyze sales performance to develop strategies to.
- Communicate with Upper Management, Distribution Center and other Corporate Departments to increase productivity and efficiencies.
- Establish an open line of communication with all 365 stores to enforce store policy and procedures and assisted with the development of new stores in.
- Developed, monitored, and implemented operational systems to assist with day-to-day operations at store level.

Education

Student in Computer Science - (Oregon State University - Corvallis, OR)

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