

ROBERT SMITH

Deputy Director Of Operations

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SUMMARY

Retail Position to learn the basics of overall business operations.

CORE COMPETENCIES

Microsoft Office, Bottom Line Up Front Writing.

PROFESSIONAL EXPERIENCE

Deputy Director Of Operations

ABC Corporation - August 1990 – August 2013

Key Deliverables:

- Managed units of caseworkers who made determinations of disability for Social Security Administration (SSA).
- Conducted interviews; hired applicants; conducted progressive discipline; fired individuals as needed.
- Supervised front line supervisors of units.
- Did performance ratings and conducted progressive discipline as needed.
- Projected budgets for the agency including costs of employee and consultant salaries.
- Responsible for approving \$1 million-plus presumptive benefits annually.
- Conducted training of SSA employees.

Deputy Director Of Operations

Delta Corporation - 1987 – 1990

Key Deliverables:

- Lead planner responsible for resource allocation to 6 autonomous groups ensuring training resources were met Directed the Quality Assurance and .
- Prepared simulations of real life scenarios that would provide students with hands-on operational training and testing.
- Supervised the organization of operations.
- Expanded number of members through successfully executed operations.
- Criminal Justice Club, University.
- Planned, allocated, and executed worldwide Coronet fighter movements for USAF Higher Headquarters tanker operations Executed 350 worldwide sorties .
- Mitigated delays associated with the adverse effects of weather, aircraft maintenance, and international diplomatic clearance restrictions Briefed .

EDUCATION

- BA in Journalism - 1973(Louisiana State University - Baton Rouge, LA)