

ROBERT SMITH

Deputy Director Of Operations

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Highly qualified Deputy Director Of Operations with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and would excel in the collaborative environment on which your company prides itself.

APRIL 2015 - NOVEMBER 2016

DEPUTY DIRECTOR OF OPERATIONS - ABC CORPORATION

- Responsible for daily operations of three ferry vessels, repair yard, and terminal operations.
- Analyze traffic and revue to report to the COO and develop traffic plans for crewing and crossings.
- Develop a plan for implementing positive changes for the Safety Committee for better crisis management and problem resolutions.
- Successfully conducted a grievance resolution, which kept the issue out of mediation for the first time at the ferry.
- Oversaw all of Marine Operations, Food & Retail, Marketing, and Customer Service while improving the operational budgets, ensuring appropriate ROI, and overseeing capital projects.
- Project manager for a vessel re-powering project that came in under budget.
- Direct marketing department through strategic plans including ROI for each component.

2010 - 2015

DEPUTY DIRECTOR OF OPERATIONS - DELTA CORPORATION

- Coordinated City Services, including Life Safety services for the 1996 Democratic National Convention.
- Responsible for managing the National Challenge Basketball competition, promoting the program, and day-to-day administrative operations, including.
- Planning and coordinating all aspects of team travel for away contests.
- Managed the basketball programs budget and performed other related duties as needed.
- Charged with overseeing Screening Control Center, Scheduling Department, Terminal Managers, and overall Airport operations performance.
- Senior civilian advisor for a Joint Operations Center (JOC) of a Joint Combined Service (JCS), theater-based classified Combined Task Force (CTF).
- Responsible for plans, training, and day-to-day operations, including air operations, administration, and logistical support directed against highly.

EDUCATION

Associate's in Homeland Security Specialist - (Florida Metropolitan University)

SKILLS

Microsoft Office, Microsoft Project.