

Robert Smith

Deputy Director Of Operations

CONTACT DETAILS

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PERSONAL STATEMENT

Over 15 years of professional staff and operational management experience distinguished by strong skills in business process improvement and operational optimization. Consistent ethical performance and proven client (external and internal) satisfaction. Honest, effective, and possess strong interpersonal skills.

SKILLS

Process Streamlining,
Employment Law,
FMLA/ADA/EEO Conflict.

WORK EXPERIENCE

Deputy Director Of Operations

ABC Corporation - August 2012 - December 2013

Responsibilities:

- Deputy Director of Operations for the New York State of Health Program (State of New York Health Exchange eligibility and enrollment contract).
- Departments of responsibility included Mail-Room, Data Entry, Eligibility and Enrollment, Quality Control, Complaints (contact center), and Appeals (contact center).
- A total of 281 employees, which included three managers and one administrative assistant.
- Created, defined, and actualized various departments, process flows, roles, and job functions as part of new contract start-up efforts.
- Routine responsibilities included writing business requirements and collaborating with Systems to develop and ensure system requirements met operational needs.
- Worked closely with MAXDAT (BPM and Production Planning) team to define work process flows, monitoring points (breakpoints), dashboards, and reporting needs.
- Defined, wrote, and produced program policies, work instructions, training materials, QA/QC checklists, and Change Requests.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Deputy Director Of Operations

Delta Corporation - 2008 - 2012

Responsibilities:

- Supported the agency director in overall department administration and operational support of the Department of Housing & Community Development (DHCD) .
- Directed the management of operations for 125 staff members comprised of child protective specialist supervisors, managers, case workers and office .
- Planned, developed and implemented program directives ensuring adherence.
- Mandated compliance guidelines related to caseload .
- Reviewed the central offices statistical data reports, consistently monitoring compliance requirements, and interfaced with child protective .
- Prioritized and managed multiple projects simultaneously.
- Demonstrated an independent initiative resolved operational issues, and interpreted and .

Education

Bachelor of Science in Design - (University of California)