

ROBERT SMITH

Director Of First Impressions

info@qwikresume.com | <https://Qwikresume.com>

Extensive experience providing management and implementation services within the business-to-business markets. In-depth understanding of core business processes, including service development, process planning, provisioning, retention and acquisition. Project Management and Business Acumen Able to define, communicate and fulfill project goals and break complex issues into manageable parts. Demonstrated performance has resulted in a successful career and produced highly satisfied clients.

JULY 2009 - PRESENT

DIRECTOR OF FIRST IMPRESSIONS - KELLER WILLIAMS REALTY

- Handle accounts payable/accounts receivable, make bank deposits, scan checks.
- Manage the training calendar, market, promote training events compile financial reports.
- Provide administrative support to company operating principle, team leader office manager.
- Collaborate with executive management team concerning agent recruiting and retention.
- Arrange travel and hotel accommodations for the executive management team.
- Provide positive experience for clients and agents via phone and in-person communications.
- Scheduling all client appointments, assisting the employer with all bookings and daily tasks related to business, depositing money into employers bank account, running errands as directed by an employer related to business, light cleaning, answering phone calls.

AUGUST 2008 - JUNE 2009

DIRECTOR OF FIRST IMPRESSIONS I - CENTER LINE PRODUCTIONS, INC

- Maintained calendars, managed master schedule, made travel arrangements.
- Coordinated project schedules, revised according to progress and maintained a workflow.
- Conferred with project managers to discuss the progress of work and provided updates.
- Make sure all trash cans are emptied before being full. Clean around the office and make sure all paper is removed.
- Provides opportunities for residents to have choices, make decisions in daily living and their future.
- Adheres to the facility schedule, assists with ensuring that the unit is on time for all elements and completes daily assignments as specified by the group leader,

unit manager and/or shift supervisor.

- Assists with ensuring the daily schedule, including the pm program, operates on time and the students participate in all of the scheduled activities as listed on the pm schedule.

EDUCATION

Project Management Training - 2007(Teachpath Training Group - Cary, NC)BS in Management - 1998 to 2001(Guilford College - Greensboro, NC)

SKILLS

Computer : Microsoft Word, Excellent Communication , Excellent Customer Service , Inventory Control , Motivational Team Player , Skilled Trainer , Dependable , Attentive Listening, Effective Problem Solver, Communications, Conflict Resolution, Leadership Training,Development