

ROBERT SMITH

Director of Professional Services

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

An ambitious and innovative Customer Success/Professional Service manager with a proven record in both consulting/project management client delivery excellence and professional service departmental transformation, performance and team and process enhancement. My business objective is to leverage my experience and expertise to help elevate CS/PS departments to the next level of performance while taking the company's culture and objectives into consideration.

CORE COMPETENCIES

Business Process Improvement, Client Relationship Management, Strategic Planning, Program Management, Project Management, Systems Integration, Software Development, Contract Negotiation, P&L Management, Budget Management, Performance Management, Business Analysis, Change Management, Vendor Management

PROFESSIONAL EXPERIENCE

Director of Professional Services

Total Quality Systems (tqs) Inc - May 2012 – Present

Key Deliverables:

- Develop, direct, monitor and audit divisions operational budgets to ensure appropriate, timely and measured execution.
- Develop division goals and objectives for conducting short and long-range strategic planning.
- Simultaneously manage multiple government supply chain services and data analyses contracts valued at over \$1.2m yr.
- Investigate and evaluate risks and issues; formulate solutions and implement corrective actions.
- Perform key leadership duties for the creation and implementation of continuous improvement of division policies, standard practice procedures (SPP) and standard operating procedures (SOP).
- Present divisions, monthly project management reviews and financial reports; performance, cost, and schedule.
- Direct divisions operational plans for use in daily operations related to work on government contracts.

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Total Quality Systems Inc - February 2007 – April 2012

Key Deliverables:

- Assistant project manager for the weapons system flexible sustainment (WSFS) program.
- Responsible for database analyses on f-16, f-4, a-10 and t-38 avionics systems maintained at air force depot facilities.

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- The product of these reports supports the improvement of serial life management, cost reduction, and increased system availability.
- Prepare and maintain documentation and publications relating to the WSFS program for multiple assigned tasks.
- Create graphical images, flow charts, and diagrams for inclusion in WSFS reports.
- Perform quality assurance for all company presentations, reports and deliverables to the customer.
- Assemble and test interface test adaptors (iTAS) for electronic diagnostic equipment.

EDUCATION

- Associate in Applied Science Of Avionics Technology - January 2015(Community College Of The Air Force)Master in Applied Project Management - December 2014(Villanova University)MBA - (Stevens Henagar College)Masters in Management - (Cardinal Stritch University)Bachelor in Management / Human Resources - (Park University)