

ROBERT SMITH

Product Operations Specialist

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SUMMARY

8 years of experience as an Operations Specialist. I am currently looking for a full-time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

SKILLS

Excel, Word, Powerpoint, Outlook, ERP, Salesforce, Sales, Photoshop, Google Docs, Mac OS X, Teamwork, Coordination, Organization, Planning Time Management, and Reporting.

WORK EXPERIENCE

Product Operations Specialist

ABC Corporation - July 2010 – November 2016

- Collaborated with the operations team at third-party logistics (3pl) company, providing cradle to grave transportation for a range of customers.
- Imparted expertise, assisted with accounts of colleagues and often served as SME for difficult-to-resolve issues.
- Coordinated 600+ shipping transactions annually of high-value medical demonstration equipment to us and Canada.
- Provided exceptional customer service to Omnicells sales team and handled customer invoicing.
- Researched and identified shipping method that optimized the safety of goods, timeliness, clients cost-effectiveness and account margins.
- Cooperated with various transportation companies to obtain quotes, negotiate rates, schedule and coordinate logistics for city to city and final mile transportation.
- Primarily utilize truck (LTL, FTL and exclusive-use vehicle) and air or boat if appropriate.

Operations Specialist

ABC Corporation - May 2008 – June 2010

- Quickly gained competency in logistics industry at this 3pl firm (acquired by RL global in 2010).
- Fulfilled transportation needs for a range of clients including Omnicell and Siemens.
- Used tradeshows to network with decision makers coordinate logistics for national and international glass conferences and expos.
- Controlled/reduced training budgets and proper maintenance of equipment.
- Monitored/managed os&md freight process/administrative document processes.
- Maintained strict confidentiality of bank records and client information.
- Reported internal control issues to management and supplied comprehensive recommendations to mitigate the associated risks.

SCHOLASTICS

- Bachelor Of Arts - (Carthage College - Kenosha, WI) Associate in Accounting - July 2008 (Oconee Fall Line Technical College - Dublin, GA)