

Robert Smith

Associate Operations Team Manager

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SUMMARY

Further develop leadership and managerial skills through an advanced operational supervisor position while being heavily involved with continuous improvement initiatives.

SKILLS

Microsoft Office, Management.

WORK EXPERIENCE

Associate Operations Team Manager

ABC Corporation - June 2013 – November 2015

- Kept employees informed of area, business, and policy changes.
- Communicated goals and current level of group and individual performance.
- Partnered with senior managers and associate engagement champion on different strategies to engage associates and increase overall satisfaction.
- Facilitated all corporate compliance and regulatory training initiatives.
- Administered various employee relations issues 360 feedback, associate development, and progressive discipline.
- Pioneered a 4-day team-building event, which reintroduced the bank of america spirit into the work unit.
- Maintained a vendor relationship, which serviced 90+ pieces of operating equipment.

Operations Team Manager

Delta Corporation - 2010 – 2013

- Monitor personnel and area to observe unfavorable trends.
- Alert support personnel to discrepancies and solicit support as needed.
- Determine task performance/skill requirements.
- Evaluate employee skill levels, focus training plans on deficiencies, and reinforce employee development and training.
- Create area metrics and reports concerning activities of assigned departments.
- Keep employees informed of area, business, and policy changes.
- Communicate goals and current level of group and individual performance.

EDUCATION

Bachelors of Science in Business Management - (University of Phoenix)