

ROBERT SMITH

Operations Unit Manager

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

SUMMARY

A capable, self-directed Operations Unit Manager Professional with the demonstrated ability to proactively solve problems and coordinate with multiple entities in order to align resources and move business initiatives forward. Recognized for strong organizational and investigative skills. Thrives working autonomously or as part of a team with great efficiency and effectiveness.

CORE COMPETENCIES

Training, QC Analysis, Directing Skills.

PROFESSIONAL EXPERIENCE

Operations Unit Manager

ABC Corporation - December 2010 – September 2013

Key Deliverables:

- Recruited, managed, motivated, & trained a team of 12 Underwriters from the departments inception.
- Implemented new policies & procedures while identifying process improvements.
- Allocated work assignments based on daily reporting.
- Created reports that allowed my team to continually excel.
- Managed change was critical to the success of my #1 underwriting team.
- Utilized internal & external tools to provide the most beneficial resolution for the investor.
- Directed supervision of a team of QC Analysts, Attorney Liaisons and Affiants.

Operations Unit Manager

Delta Corporation - 2009 – 2010

Key Deliverables:

- Provided leadership and guidance to the medical bill data entry and repricing unit, second injury Trust fund unit and the subrogation unit ensuring .
- Manage group of 10 staff Managed functions including, Assumptions closing area, 203K loans, HUD 235 loans, UCC filings/certifications, USDA loan .
- Insure compliance with departmental KPIs as mandated by senior management.
- Ability to multi-task in relation to various functions of responsibility and complete weekly, monthly business reviews and reporting to senior .
- Manage a team of specialists that processes payoff quotes in a default status and for reinstatement.
- Partner with many internal and external partners to obtain information necessary to provide accurate information and solutions to our customers, and .

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- Oversee project for process improvements or related projects, including but not limited to internal procedure changes, as well as, regulatory changes .

EDUCATION

Business Administration

