

ROBERT SMITH

Sr. Solutions Manager

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SUMMARY

Solutions Manager with seeking a position in an environment that will challenge further, while allowing to contribute to the growth and success of this organization.

SKILLS

Burning Glass, Salesforce, Microsoft Office, Microsoft Outlook.

WORK EXPERIENCE

Sr. Solutions Manager

ABC Corporation - September 2004 – January 2011

- Developed technical specifications and Visio diagrams that map functional logics to V3 product database with clarity and significantly reduce duration required for client approval.
- Created system design documents for employer contribution billing interface that automated general ledger reconciliation, and check-writing program.
- Led data conversion team through data cleansing, data translation, and data integration and meet project milestones using DB Visualizer and PLSQL Developer.
- Service Employees International Union Pension Office (SEIU) Led V3 implementation for SEIU from project initiation through requirements.
- Managed the creation of overall system documents for the import and export interface systems with employers, banks, and providers such as Cigna and Delta.
- Developed complex SQL queries that monitor application performance to ensure smooth post-implementation operation.
- Troubleshoot issues as they arise and provide solutions in a timely manner.

Solutions Manager

Verizon Wireless - 2003 – 2004

- Lead team to meet and exceed assigned quotas and manage churn.
- Trained and developed new associates on POS system and key sales tactics.
- Assess individuals performance and initiated development plans to narrow competency gaps.
- Developed and coached sales team to produce high-performance results.
- Generated repeat business through exceptional customer service.
- Resolved escalated customers in a timely and empathetic manner.
- Responsible for financial and sales reporting.

SCHOLASTICS

- MBA in MIS/Finance - (The College of William & Mary - Williamsburg, VA)