

ROBERT SMITH

Solutions Manager-Admin

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SUMMARY

Seeking to obtain a managerial position within Human Capital that allows newly acquired training and experiences to improve operations, increase profitability, enhance growth and develop employee productivity.

SKILLS

Sales Management, Recruiter, Communication, Merchandising, Business Development, Customer Service, Analytical Thinking, Fast Learner, Computer Proficient, Cisco Phone System.

WORK EXPERIENCE

Solutions Manager-Admin

Verizon Wireless - October 2012 – March 2019

- Assess individuals and team performance and initiate development plans to narrow competency gaps.
- Ensure retail area storefront, merchandise and literature are in conformance with the merchandising plan.
- Develop, train, motivate, and coach sales team to produce desired high-performance results.
- Analyze staffing needs of the store and provide hiring and promotion decisions, and initiate disciplinary action, as appropriate.
- Ensure that customers and prospective customers are treated with the highest levels of courtesy and professionalism.
- Resolve escalated customer complaints in a timely and empathetic manner.
- Managed cash and inventory levels and responsible for financial and sales reporting.

Solutions Manager

ABC Corporation - 2009 – 2012

- As a Solutions Manager delivered SOA based platform solutions for Human & Health Services Industry.
- As a Solution and Client services manager, leveraged experience from various BPM and SOA and middleware technologies from various vendors to lead a team to implement technology agnostic solutions and offer flexible architecture to fit various types of client needs.
- Worked with wide range of technologies, architectures which include cloud IaaS, architecture, Oracle SOA suite 11g, Oracle BPM suite, Oracle Business rules, Oracle Service Bus 11g, Oracle Identity management suite, and Oracle Weblogic portal, Linux, Java/Spring/Hibernate to lead a technical architecture team and implement Integrated Eligibility for states.
- Oversaw and managed multiple teams in a highly complex 200+ million dollar projects that delivered products that delivered Human and Public Health programs to citizens.
- Delivered BPM Process Services for health benefit management and eligibility rules.

- Integration of FederalHub, HHS, DHS, SSA, IRS Services using OSB, mockup services
Infrastructure management and setting up cluster architectures for oracle middleware products.
- This is Dummy Description data, Replace with job description relevant to your current role.

SCHOLASTICS

- Associates in Liberal Arts - (Folsom Lake College - Folsom, CA)