

ROBERT SMITH

Unit Production Manager

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A results-driven professional with 10 plus years of hands-on experience and a solid understanding of operations management including operational efficiency, quality assurance, budgets and forecasting, human resources and talent development, sales and marketing, digital and social media, and excellent customer service. Proven leader with the ability to successfully build and maintain business and internal relationships.

EXPERIENCE

Unit Production Manager

ABC Corporation - FEBRUARY 2012 - JULY 2020

- Managed operations for the Default Servicing Complaint Resolution Bank of America project with 5 direct reports and up to 100 employees in a production, call center environment.
- Evaluated and updated all processes to streamline and improve operational efficiency.
- Handled escalated complex customer complaints to ensure files were closed within SLA.
- Coordinated activities and special events between the site and staff operations management including payroll reporting and general benefits distribution.
- Met and exceeded all metrics and increased revenue for company by 5%.
- Recognized as the Unit of the month for several months in a row Compliance - Partner with the quality, training and process team to achieve department business goals and drive process improvements.
- Met with sales representatives to negotiate prices or order supplies.

Unit Production Manager

Delta Corporation - 2011 - 2012

- Managed the production from Pre-production to Wrap on Principal photography over the course of 5 weeks.
- This film is now circulating film festivals nationwide.
- Managed the hiring of all freelancers Managed all field logistics Processed freelance payroll Production Credits VH1s Sober House Season 1 Los .
- Streamlined daily activities for film crew by anticipating production needs and managing projects through completion.
- Implemented streamlined communications to create and edit contracts supporting project business needs and liaise proactively across film crew and .
- Approved all production expenditures Hire crew.

- Responsible for the planning and scheduling for a project.

EDUCATION

- Bachelor Of Arts In Journalism

SKILLS

Complaint Handling Resolution, Strong Leader, Computer Skills.