

## VP of Operations

ROBERT SMITH

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### Objective

Results-focused VP of Operations with 10+ years' experience with industry leaders in global biotech, client services, clinical supply chain, logistics, distribution, and project management. Success based upon the outstanding organization, attention to detail and communications skills with a constant focus on quality, efficiencies, and timeliness. A natural at managing multiple, diverse activities and teams while providing superb client service.

### Skills

Exceptional Leadership, Organizational, Oral/Written Communication, Interpersonal, Analytical, And Problem Resolution

### Work Experience

#### VP of Operations

**ABC Corporation** - September 2007 - December 2016

- Successfully managed a large team of non-exempt and exempt customer service and collection team members in the online financial industry.
- Experience with multi-channel service platforms that match the right service channel (call, chat or email) for the best customer service delivery.
- Understanding and current knowledge of dialer and telephony technologies; managing the day to day operations of inbound/outbound to ensure maximum efficiency, effectiveness and interpreting the results.
- Minimized financial risks through timely and efficient contact with consumers while maintaining an adequate level of service and quality.
- Recruited, screened, interviewed and hired talented team members to join the Direct Financial Solutions (DFS) family; forecasted and managed staffing levels and associated expenses.
- Developed, designed and implemented strategy and tactics to continuously improve call center KPIs that improve the consumers experience.
- Implemented a proficient QA process and team to conduct call listening and coaching sessions with team members to improve quality and drive compliance and operational efficiency.

#### VP Of Operations

**ABC Corporation** - 2003 - 2007

- Grew business to the top 20 largest book manufacturers in the Southeast US, increasing a \$40k investment to \$5 million in revenue in three years.
- Managed 48 employees and hundreds of partner suppliers with award-winning, innovative results.
- Established standards, automated all processes and procedures, managed a staff of 18 and trained unskilled labor the art of book publishing and production.
- Managed operation budget, consistently coming in 15% under budget, with a 42% margin through Just In Time ordering and strategic shift planning.
- Consistently met or exceeded sales targets of \$80k-\$110k per month.

- Sold the company and moved all equipment to a new facility, remained on staff to reconstruct all production and sales methodologies for three months.
- This is Dummy Description data, Replace with job description relevant to your current role.

## Education

Associate of Applied Science in Computer Information Systems - 2002 (DeVry Institute of Technology - Phoenix, AZ)