

# ROBERT SMITH

## VP Of Operations And Technical Services

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Quality-focused VP Of Operations And Technical Services with over 5 plus years processing AP/AR, managing vendors, and auditing expense reports along with payroll processing and customer management. Also experienced in Human resources coordination and management professional offering a strong background in employee training and development, new hire orientations and employee relations. I

## EXPERIENCE

### VP Of Operations And Technical Services

#### ABC Corporation - AUGUST 2013 - APRIL 2015

- Lead a team of eighteen managers; Comprising of district managers, area Supervisors and account managers.
- Managed P&L for all managers and worked close to them with budgets and cost-saving ideas.
- Inherited a book of business that was under-producing and with budget cuts and reductions we were able to increase our gross profit by 5% in the first year.
- Helped train district managers, area managers and account managers on all facets of their jobs.
- Handled all facets of starting new accounts, including recruiting and hiring managers and workers, along with industrial safety training.
- Served a client base comprised of Commercial, corporate, industrial, educational and retail sectors, and while responsible for customer retention and relationship management through regular meetings.
- Formal JRCs as well as industrial functions and events.

### VP Of Operations

#### ABC Corporation - 2010 - 2013

- Reduced and controlled expenses by monitoring project buyouts.
- Increased profits by developing, initiating, and managing monthly cost projections.
- Initiated programs that standardized employee training that led to an increase in customer satisfaction.
- Assigned projects and tasks to employees based on their competencies and specialties.
- Recommended innovative alternatives to generate revenue and reduce unnecessary costs.
- Coordinated meetings with Project Managers and served as the main liaison between sales and operations.
- Identified inefficiencies and made recommendations for process improvements..

## EDUCATION

- BS in Business Management - 2008 (Alfred State College)

## SKILLS

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