

Stephen M. Smith

stephensmith99@sbcglobal.net

5415 N. Clark Street
Chicago, Illinois 60640

Home: (773) 555-1212
Office: (312) 907-8660

PROFILE:

- **Proven leader** who can assess business operations, target areas that need improvement, and implement cost-effective reforms.
- **Results-driven manager** who measures performance and holds both staff and himself to high expectations.
- **Team Builder** who reaches consensus by listening to all parties, respecting opinions, and sharing credit for success.

EXPERIENCE:

ACME, INC., Chicago, Illinois

1996-Present

SENIOR PROJECT MANAGER (2003-Present)

Selected to play a key role on the Merger Team, designing processes to bring together sales and operations. Established benchmarks for sales planning, compensation, and systems access. Compared products of both companies and informed sales what would be available on Day One. Established training goals. Recruited a team to answer questions related to the merger. Led presentations on sales planning, training, and support structures.

- Contributed significantly in establishing structural design and training content so the merged company is ready for Day One.
- Resolved new strategic challenges and question on a daily basis.

ASSOCIATE DIRECTOR (2000-2003)

Managed a team of 12-15 with responsibility for revenue recovery, new products, and productivity gains. Analyzed performance metrics and formulated plans for change. Evaluated employee teams and found ways to improve efficiency through systems and processes.

- Recognized by the company president for leadership in the Red Star Initiative, which exceeded revenue goals (more than \$30 million, including an increase of 41% in annualized revenue).
- Maximized work force efficiency by partnering with Accenture to create a strategic plan that improved performance while cutting labor costs, primarily through improved training and technical innovations.
- Led presentations that convinced senior management to accept strategic plans.
- Mentored several employees who took on positions of increased responsibility.

PROCESS & PROJECT MANAGER (1999-2000)

Led multi-functional teams (technical, marketing, customer service) to improve delivery and service timelines for multimedia products. Analyzed service issues and business processes.

- Achieved a 15% gain in productivity by streamlining systems for training, ordering, and installation.

NETWORK SERVICE OPERATIONS MANAGER (1996-1999)

Supervised 4 distinct work groups (12-28 technicians) to resolve high level customer service issues (i.e., hospitals, media, government). Scheduled staff to cover work load. Followed procedures to maintain discipline in a union environment, mitigating issues that might come to grievance.

- Recognized with Customer Service Award (1998).

EDUCATION:

- **M.S., Marketing Communications**, Northwestern University
- **B.A., Interpersonal/Public Communication**, Ohio State University
- **Certificate, Project Management**, Loyola University
- **Certificate, Process Design**, Loyola University

COMPUTER SKILLS:

Project, Excel, Word, and Visio

References Available upon Request