

BOB SMITH

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OPERATIONS / PROJECT MANAGER & LOGISTICS SPECIALIST

Performance-driven professional with extensive experience and impressive achievements within pivotal logistics, operational and project management roles. Influencer, driver and catalyst for operational change and advancements maximizing operational efficiency, reducing expenditure and enhancing staff performance across multi-million dollar operations. Skilled at strategizing, executing and driving strategic global logistics initiatives, and propelling challenging projects to successful fruition. *Expertise verified in:*

- Operations & Project Management
- Logistics Planning, Management & Fruition
- Performance & Productivity Improvement
- Negotiations, Presentations & Consultations
- Key Alliance & Relationship Management
- Communication & Interpersonal Excellence
- Organization Restructure & Process Redesign
- Acquisition Negotiation & Integration
- Strategic Planning & Vision
- Staff Leadership & Team Building
- Recruitment, Selection & Training
- Analytical & Conceptual Problem Solving

Technologies: MS Word, Excel, PowerPoint, Project 2000, Outlook, Lotus Notes/Database, DOORS (Traceability Tool), Stock Control & Finance Management Systems including SDSS, MIMS

RELEVANT TRAINING

Masters of Management ♦ University of Chicago (2006)

Advanced Diploma of Engineering Maintenance Management ♦ U.S. Army (2000)

Associate Diploma Personnel Administration ♦ U.S. Army (1992)

Countless hours in Logistics, Project and Operational Management training courses:
Certificate IV – Simply Procurement ♦ *PRINCE 2 – PPM* ♦ *Microsoft Project* ♦ *Conflict Resolution* ♦ *Intermediate Operations Course* ♦ *Logistic Officers Intermediate / Advanced Course* ♦ *Intermediate Staff Course* ♦ *Total Quality Management Course* ♦ *OH&S for Managers* ♦ *Continuous Improvement Leader's Course*

OVERVIEW OF EXPERTISE

OPERATIONS MANAGEMENT:

- **Captured best-in-class operations** through analyzing, planning and achieving company demands. Identified key management functions and information tools.
- Change agent, **continually enhancing organizational efficiency** by re-engineering and streamlining processes and systems.
- **Revitalized staff performance** through identifying tasks and subtasks within workgroups to determine skill sets and necessary training and support.

PROJECT MANAGEMENT:

- **Led multi-million dollar projects** from conceptualisation through completion across diverse and challenging environments worldwide.
- Skilled in all facets of project appraisal; stakeholder liaison; scope work and establishing project agreements; strategizing system requirements; developing and managing contracts; monitoring progress; and risk/issues management.

LOGISTICS MANAGEMENT:

- Planned, distributed and managed resources and assets for complex international operation, valued at over \$200M.
- Managed entire logistical requirements for large scale operation involving coordination of all in-country staff and equipment for Navy, Army and Air Force services from four contributing countries.

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PROFESSIONAL EXPERIENCE***Operations Officer***

2002- Current

U.S. Army

Diverse leadership role with full accountability for achieving organizational objectives through planning and coordinating day-to-day material and maintenance requirements of a fleet valued in excess of \$200M, while optimizing staff productivity through training, support and performance management initiatives.

Collaborated in strategic review of the structure and operation of logistical support across the organization, and developed manning and equipment solutions to meet organizational demands. Appointed as President of the Regimental Trust fund, a non-profit organisation, with full control of all financial and property assets, comprising 367 members and annual turnover of \$150K.

- Maintained optimum staff performance levels of 35 tradesmen through strategizing and conducting regular training activities.
- Oversaw deployment and maintenance of equipment for a special operation in East Timor, while maintaining 95% availability during entire stay.
- Re-engineered and streamlined administrative systems allowing a greater emphasis on core activities, securing significant improvement in efficiency throughout the organization.
- Conducted difficult negotiations for the provision of logistic and military support for complex and demanding, resource-intensive activities on behalf of Managing Director.
- Architected organization's Equipment Management and Maintenance Plan; prepared Standard Operating Procedures for organization's support staff including all aspects of operations methodologies, leadership and performance management.

Operations Officer Logistic Support Team

1999-2001

U.S. Army - Operation: Peace Monitoring Group, Bougainville, PNG

Managed expansive logistical requirements in support of this operation requiring coordination of all in-country personnel and equipment from all three services (Navy, Army and Air Force) and four contributing nations (Australia, New Zealand, Vanuatu and Fiji) including technical tradesman, non-technical support staff, Army and Naval landing craft personnel. Maintained operational efficiency, fulfilling all obligations in a timely and economic manner.

- Planned, organized and coordinated all in-country distribution supporting 356 personnel through use of air, sea and land covering an area of 10,500 square miles across six team site locations. Monitored stock holdings; developed and executed plans and policies for stock holding levels including bulk fuels and oils, rations, water and general stores.
- Sourced and established contracts with local vendors for supply of labor/engineering services including waste management, road/airfield management and maintenance.

Second In Command

1998

U.S. Army

Directed operational and staffing requirements, including planning, training and ongoing support for 135 personnel, while managing provision of logistical support for all activities. Co-reviewed logistical support structure and operation, formulating manning and equipment solutions to meet operational objectives. Planned and conducted staff training. Negotiated logistic/military support provision as required for challenging and resource-intensive operations, overseeing general reserve and contractor staff.

- Increased organizational efficiency through re-design and streamlining of administrative methodologies allowing increased concentration and achievement of core obligations.
- Developed Equipment Management and Maintenance Plan, and Standing Operating Procedures for support staff.

Overview

This client had quite an extensive background in the area that he was targeting in a civilian role, so my goal was to de-militarize the wording and present some of the challenges he had overcome as well as the successes he had been able to deliver in a context that would be transferable to a civilian industry.

Elements that were included to strengthen his candidacy include:

- His education section was titled 'Relevant Training'. He had had extensive training throughout his tenure however the additional training was not relevant to his job target and therefore not included in his resume.
- A table at the bottom of page one added a creative element that allowed the reader to view relevant information and the expertise he brought to the table, at a glance.