

JONATHAN SMITH

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GROUP DIRECTOR, OPERATIONS

Program & Staff Leadership | Business Process Optimization | Financial Management

Business leader with 20+ years' experience in supervising teams, managing day-to-day business/financial operations, and spearheading large-scale organizational initiatives. Automate and transform work processes, achieving greater organizational savings and profits.

CAREER HIGHLIGHTS

- Generated \$1.1M in loans, grants, and new revenue collectively across all previous employers.
- Increased operational efficiencies in all past positions via implementing cutting-edge software and/or creating innovative solutions.
- Saved employers an average of \$10K annually in HR expenses by reducing time needed to train team.
- Facilitated individuals' career advancement and accelerated growth in organizations' bench strength by coaching, mentoring, training, and managing 100+ direct reports throughout career.

SIGNATURE STRENGTHS

Strategy & Planning | Management & Administration | Training & Development | Coaching & Mentoring
Process Engineering | Six Sigma | Business Analytics | Budgeting & Forecasting | Business Management

PROFESSIONAL EXPERIENCE

PIEDMONT ESSENTIALS, Greensboro, NC 2010–Present
Senior Business Manager, Operations & Finance

Lead 37-member team in regularly assessing operations and monitoring financial data. Manage various financial functions, including budgeting, forecasting, and payroll processing.

Risk Mitigation & Financial Management

- Obtained \$1M Payroll Protection Program (PPP) loan, securing critical funds and saving 45+ jobs during COVID-19 shutdown.
- Won \$25K grant to develop and sell new, cutting-edge products and services.
- Expanded line of credit by securing needed business loan of \$25K+.

Business Process Improvements

- Enhanced financial process efficiencies 15% by implementing new software and accounting procedures.
- Improved tracking of profitability and company's financial health by creating and monitoring new key performance indicators/metrics.
- Reduced payroll expenses 5% by implementing new attendance and payroll software.
- Decreased team training time 7.5% by increasing effectiveness of onboarding and mentoring programs.

ABC COMPANY, Asheville, NC 2003–2010
Senior Team Lead, Financial Operations 2005–2010

Led 28-member team responsible for providing services to company's largest client.

ABC COMPANY, Continued

Program Management

- Managed client’s Royalties Content Operations line of business consisting of \$10B in annual royalty payments.
- Generated \$50K in additional revenue from client by gaining their confidence and trust in quality of team’s services and performance.
- Increased royalty payment timeliness—between client and partners—from 70% to 95% and accuracy from 60% to 98%, exceeding stretch performance goals. Maintained this level of success for remainder of job tenure.

Business Process Improvements

- Saved \$250K in personnel costs by reducing team training time by 10%; set new training standards for entire company.

Team Lead, Royalties

2003–2005

Supervised 20-member team that processed royalty payments between client, AZT Company, and its partners.

- Enhanced payment efficiencies 10% by rapidly identifying and implementing solutions to procedural glitches.
- Boosted productivity by improving cross-functional group collaborations between Royalties team and other divisions on multiple payment-related initiatives in client organization.

PIEDMONT UNIVERSITY HEALTH SYSTEMS, Greensboro, NC

2000–2003

Team Manager, Finance

Led 18-member team responsible for improving hospital’s financial and payroll practices/processes. Trained team to use new finance systems and provided extensive mentoring and coaching.

- Boosted accuracy of payments to personnel 5% by completing timely payroll audits via new software.
- Reduced Finance team’s training time on new systems 7.5% in second year on job.
- Increased hospital administration’s understanding of physician compensation based on comprehensive presentations on market research findings.
- Augmented hospital’s ability to accurately forecast revenue and estimate pay and benefits.

EDUCATION

UNIVERSITY OF TEXAS, El Paso, TX

Master of Business Administration (3.9 GPA), Finance

2003

Bachelor of Business Administration (4.0 GPA), Economics

2000