

# JOHN SMITH

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## Vice President of Operations

B2B | Service & Distribution | Business Development | Growth & Turnaround

Senior-level operations executive with repeated success in turnaround situations—proof positive of expertise in developing teams that win and businesses that thrive, grow, and set the example organization wide. Successfully manage widely dispersed facilities by developing uniform, scalable business models, leadership programs, and operational protocols—standardized, but customizable to unique markets and service offerings. Track record of taking underperforming centers, regions, and teams and transforming them into top-tier revenue generators. Expand sphere of influence by training and promoting high-integrity leaders who make a bottom-line difference in sales, operations, and service.

- MS Office, MS Project, ADP, Oracle and Salesforce.com
- Bilingual in English and Spanish; excellent verbal and written communication skills.

### CORE COMPETENCIES

- Strategic Planning
- Multi-site Operations
- Standardization/Best Practices
- Key Performance Indicators (KPI)
- Logistics & Distribution Ops
- Budget Administration
- Operational Improvements
- Sales & Account Management
- Revenue Projections
- Performance Coaching
- P&L Accountability
- Labor Relations
- Succession Planning
- Staffing & Scheduling
- Issue & Complaint Resolution

## Professional Experience

### ABC SERVICES (2001 TO PRESENT)

Leading supplier of uniforms, cleanroom garments, workwear, and safety apparel servicing 200,000+ accounts in 46 states; 200 service locations and distribution centers across the country.

#### Vice President of Operations, Midwest – New York, NY

Jan 2017 to Present

Promoted to turn around organization's lowest-ranked region with 7 service centers and 790+ employees. Direct sales, service, and operations in Wisconsin and Illinois, generating \$100 million in annual revenue. Manage 10 direct reports: 2 operations and sales directors and 8 general managers. Budget accountability of \$15-25 million. Report directly to President; deliver biannual KPI projections.

Stabilized operations and fixed sales and service models, bringing region to 3rd place ranking by YE 2017. Improved profit margin YOY by 200 bps (\$1.5 million). Sales organization closed FY 18 at 112% to plan.

- Repaired staff turnover by mentoring sales managers on better hiring and training practices. By teaching and supporting functional onboarding methodology that encouraged performance and professionalism, slashed account executive turnover by 30%, while elevating retention in service and production.
- Secured new contracts with 13 top-tier accounts, representing upwards of \$16.4 million in annual revenue.
- Streamlined efficiencies in core operating areas—production, labor—and cut merchandise cost by 2.5%.
- Spearheaded call center centralization project that reduced the number of overdue messages by 75% and improved resolution time on customer grievances.
- Rolled out integrated Fleetmatics workflow technology within 3-month timeframe. By optimizing routes, region saved \$40,000 in fuel costs YOY, cut route overtime 35%, and automated route safety dashboard.
- Host quarterly operation reviews with sales and service departments to proactively address performance gaps throughout the year.
- Collaborate with HR, sales, and operations directors to establish monthly leader-led training to expedite development of frontline associates while improving the standard processes within region.
- Lead mentoring and succession planning initiatives that, to date, have resulted in 11 management-level promotions, placing high-performing leaders in areas where growth or development are top priorities.

# Executive Resume

**Katharine Hansen**



## **Executive Resume:**

**How to Write a Stellar Executive Resume** Brenda Bernstein, 2018-01-02 How to Write a Stellar Executive Resume is a step by step guide that empowers readers to create an effective and stand out from the crowd as a top candidate for an executive position Brenda Bernstein a Certified Executive Resume Master and author of the 1 Bestseller How to Write a Killer LinkedIn Profile shares the tips and tricks she s learned from more than two decades of helping job seekers get connected with the right position Readers will discover The importance of knowing the target audience and how to best connect with them Key social media tips for spreading the word about their skills and experiences Why good ol cover letters are important and how to use them effectively Power verbs to use and words to avoid Samples of successful resumes For many executives conducting a job search it may have been quite a while since they were last looking It s easier than ever to apply for a job and as a result there s a lot of competition for a limited number of openings There s a lot to learn about the recruiting world we live in and the best ways to use the tools at our disposal This book provides practical proven up to date best practices for creating an effective executive resume that gets results *Top Notch Executive Resumes* Katharine Hansen, 2008-07-15 Branded resumes that illuminate the candidate s unique value proposition and ROI are a must in today s quest for the executive suite Top Notch Executive Resumes not only explains how to integrate branding into career marketing communication but also how to craft resumes that address your fit with the organization s mission and meet an employer s specific business needs Hansen instructs high level professionals in framing past accomplishments so that the employer can visualize the executive s strategic vision and industry insights as well as what he or she can contribute Highlights of the book include A huge collection of resume samples in cutting edge formats organized by profession for easy navigability Examples of a wide variety of complementary documents including leadership profiles and executive bios that top level professionals need to round out their executive portfolios Special additional features including the preferences and peeves of hiring decision makers guidelines for working with recruiters frequently asked questions and case studies detailing complete job search marketing campaigns Let Top Notch Executive Resumes get you into that corner office *Top Notch Executive Interviews* Katharine Hansen, 2009-10-01 In these turbulent times the job interview game is more different than ever for executives They face a longer interview process must demonstrate a vision to meet the prospective employer s challenges and will undergo intense vetting before receiving a job offer Top Notch Executive Interviews reveals what employers really want and expect to see in executive candidate interview behavior and content The book s coverage of the executive interview difference its case studies of senior level managers in sticky interview situations and its broad collection of hiring decision maker interview peeves and preferences make it the must have companion volume to Top Notch Executive Resumes This vital book includes an insightful examination of critical differences that distinguish executive level interviews from all others along with extensive information on leveraging relationships with recruiters plentiful sample interview

questions and suggested responses and a comprehensive list of sample questions to ask the interviewer Special additional features include Detailed tips on how to land an interview and conduct pre interview research The importance of nonverbal behavior and attire A thorough guide to interview formats An interviewing checklist A chapter on tricky interview situations A directory of executive interview coaches And post interview chapters covering thank yous follow ups references vetting background checks plus negotiating and weighing job offers

Ridiculous Resumes Quinn Everett, AI, 2025-03-29 Ridiculous Resumes tackles the often overlooked world of resume writing revealing why so many job applications end up in the rejection pile This career guide exposes common yet easily avoidable mistakes that job seekers make such as including irrelevant hobbies or exaggerating skills which can instantly disqualify them The book uniquely analyzes real life resume blunders and provides data driven insights into what recruiters look for highlighting how Applicant Tracking Systems ATS filter candidates based on seemingly minor details The book s approach involves dissecting actual resumes to showcase errors and offering practical strategies for crafting a compelling resume It emphasizes understanding the psychology behind recruiter decisions helping job seekers present themselves effectively Ridiculous Resumes progresses systematically starting with foundational resume writing principles then dives into common mistakes and finally it provides a step by step guide to creating a modern resume that emphasizes strengths while minimizing weaknesses This approach aims to transform job search efforts into career success

Brighten Your English Writing Skills K. K. Singh, 2022-03-13 Every human knows at least one language spoken or signed Linguistics is the science of language including the sounds words and grammar rules Words in languages are finite but sentences are not It is this creative aspect of human language that sets it apart from animal languages which are essentially responses to stimuli The rules of a language also called grammar are learned as one acquires a language These rules include phonology the sound system morphology the structure of words syntax the combination of words into sentences semantics the ways in which sounds and meanings are related and the lexicon or mental dictionary of words When you know a language you know words in that language However the sounds and meanings of words are arbitrary For the most part there is no relationship between the way a word is pronounced and its meaning

*Learning Employment Readiness Skills - How to Re-Enter Today's Competitive Workforce.* Steve Brennan, 2013-10-03 Your hands on guide for achieving a successful employment conclusion Specific job search activities self assessment quizzes understanding your transferrable skills outreach letters tips for writing quality recession proof resumes interviewing techniques and much more

*Expert Résumés for Managers and Executives* Wendy S. Enelow, Louise Kursmark, 2007 This collection of resumes is aimed at people at all levels of management from front line supervisors to top level executives In addition to hundreds of pages of sample resumes the authors present sound resume writing advice including how to create and use an electronic resume The appendix includes Internet resources for an effective online job search New for the second edition is a section of cover letter samples and writing advice

*Top Secret Executive Resumes* Steven Provenzano, 2000 This brief but detailed

survey of resume writing techniques provides dozens of examples of successful executive resumes Author Steven Provenzano provides concrete practical advice for assembling a resume for both personal review and electronic scanning His ideas are simple and easy to implement and are presented in plain direct language Interestingly some of these concepts especially about the length and layout of a resume go against the conventional wisdom of resume writing and so are especially valuable getAbstract recommends this solid primer on resume preparation which is also a useful reference for experienced job hunters who may find ideas and inspiration from other people s resumes Executive job seekers from the mid level manager on up should find this book useful in their quest for a better use of their talents and time

**Top Secret Executive Resumes, Updated Third Edition** Steven Provenzano CPRW / CEIP,2021-03-03 Newly revised and updated this is the industry standard for executives and professionals in all major industries and includes a free resume review by the author Steven Provenzano is President of ECS Executive Career Services and DTP Inc ECS is a team of certified experts specializing in career marketing at all income levels Mr Provenzano is the author of ten highly successful career books including Top Secret Resumes Cover Letters 4th Ed the Complete Career Marketing guide for all job seekers He is a CPRW Certified Professional Resume Writer a CEIP Certified Employment Interview Professional and has written or edited more than 5000 resumes for staff managers and executives at all income levels during his 20 years in career marketing and corporate recruiting His team is so highly regarded they were selected to write more than 1500 resumes for all of SAP America s domestic consultants Steven has appeared numerous times on CNBC CNN WGN NBC ABC in Chicago in the Wall Street Journal Chicago Tribune Crain s the Daily Herald and on numerous radio programs His work is endorsed by Chicago Tribune career columnist Lindsey Novak as well as top executives from the Fortune 500 including Motorola Coca Cola and other firms You may email your resume direct to the author for a free review to the email provided on the back cover

**The Executive Resume Book** Loretta D. Foxman,1989-04-04 Loretta Foxman s The Executive Resume Book details comprehensive and precise strategies for the most effective resume It will be of significant value in helping unlock interview doors for the position seeking executive Robert K Wilmouth President CEO National Futures Association In this day of mergers acquisitions leveraged buy outs and takeovers it is becoming essential for executives to rewrite their resumes This book will help considerably in that process Robert Lo Presto Managing Vice President Korn Ferry International I review over 200 executive resumes each week and I wish they were all written to the standards presented in The Executive Resume Book It is right on target easy to read but not simplistic The most practical direct book on the subject I ve seen and I highly recommend it Dennis C O Neel Vice President Houze Shourds Montgomery Inc should be most helpful in assisting both executives who are making a job change and those counseling them Timothy Burns Senior Vice President Human Resources Citicorp Savings of Illinois The Executive Resume Book in a crisp and entertaining manner provides fresh and revealing insights into what it takes to prepare a snappy to the point best selling resume Ted Saltzberg Senior Vice President Motorola Inc tells how to craft a resume not merely as a historical

condensation but as a surgically sharp job changing instrument transmitting objectives and capabilities an interview bell ringer James H Kennedy Publisher The Directory of Executive Recruiters well written and right on target Points out just what has to be done to get that foot in the door with format and suggestions that make it worthwhile and fast reading J Tom Kenny Vice President Billington Fox Ellis Inc *Top Secret Executive Resumes* Steven Provenzano,2018-01-02 Newly revised and updated for 2018 this is the only book of its kind to include documented results on more than 100 pages of resume examples as well as a free resume analysis by the author Steven Provenzano Certified Professional Resume Writer CPRW and Certified Employment Interview Professional CEIP has written more than 5 000 resumes in his 20 year career as writer career coach and corporate recruiter He is President of ECS Executive Career Services DTP Inc a career consulting firm in the Chicagoland area This practical no nonsense book shows readers how to identify and market their top leadership skills with a new high impact Profile section and how to leverage their talents and their brand on LinkedIn Includes a before after chapter a military conversion resume job search books and resources motivational articles by various experts the most popular websites for executive job seekers and sections on effective resume use networking and interviewing Mr Provenzano reveals the secrets of Certified Resume Writers and the latest job winning techniques for executives He includes support materials designed specifically for executives including follow up letters salary histories and reference sheets This is the must have guide to expand your career horizons You may send your resume direct to the author for a free resume review with or without book purchase to Careers1 Execareers.com

**The Guide to Executive Recruiters** Michael Betrus,1997 Like a dating service this edition updated since the initial 1996 one guides all levels of executives to the job recruiters most likely to match their industry and salary requirements To avert perils akin to blind dating a state by state recruiter directory and recruiter index by industry are provided as well as a briefing on strategies for best utilizing both retainer and contingency based search firms Recruiter listings include contact information minimum salary placed and specialty areas but not fees Internet presence or any evaluative data on their placement record nor is the overall success of such corporate headhunters addressed Annotation copyrighted by Book News Inc Portland OR

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*Wow! Resumes for Health Careers* Leslie Hamilton,1999 The explosive growth of today's healthcare field is matched by few industries as thousands of people line up to join the ranks of healthcare professionals every month In such an intensely competitive field knowing what makes the perfect candidate can make or break a career *Wow Resumes for Health Careers* guides job hunters through the steps in writing resumes for dozens of healthcare professions including LPN RN physical therapist hospital administrator psychologist home care provider social worker and many more Monthly Journal,1922 Annual Report Amalgamated Society of Engineers,1922 Government Gazette of Western Australia,1930

*The Japan Chronicle*,1913 **How and when to Change Your Job Successfully** Walter Albert Lowen,1954 *The*

*New Irish Jurist and Local Government Review*, 1903

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