

# Robert Shute

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**Profile:** Operations Manager with multiple areas of expertise in logistics, parts and asset inventories, financial planning, revenue growth, P&L, and multi-client working relationships with a demonstrated ability to deliver in deadline driven environments. I have proven skills in customer service, training, LEAN processes, leadership, decision making, time management, team building, problem solving, communication, organization and human relations.

## Experience:

### **ARJO, Orlando, FL**

#### Regional Manager, Rental Operations

5/2018 – 1/2020

Managed twenty- seven Service Center and Field Repair Technicians in the repair of therapeutic support systems in medical facilities. Responsible for asset repair, parts and inventory management, Technical Advisory Notices, audits and compliance, training, SAP documentation and new product installations. Accomplishments include:

- Improved processes for parts management which included inventories and parts consumption
- lowered transportation expenses by process improvement
- Lowered aging assets in repair
- Developed reports to view status of work orders and compliance in preventative maintenance
- Created OJT process for new hires
- Lowered OT % through utility management
- Completed six Field Actions in 2019 on a total of 2600 beds
- Zero audit deficiencies

4/2011 – 5/2018

### **Arjohuntleigh, Orlando, FL**

#### Service Supervisor Rental Operations

Manage operations, processes, work assignments, fleet, equipment and vendors in two Service Centers that supports advanced therapeutic support systems in medical facilities. Responsible for achieving company goals/standards and maintain optimal customer service. Duties include building relationships with clients, assisting sales department with in-services and training, logistics, inventory control, audits and compliance, P&L, quality control, record keeping, employee training and counseling. Accomplishments include:

- Exceeded targets in all SCORECARD METRICS. These consist of product placements, revenue, delivery/pickup hours, need by attainment, product failure, branch ready, overtime, and safety.
- Supported average of 235 monthly placements
- Generated revenue of 3.7 million in 2016 exceeding quota by 19%.
- Used as a Pilot Location for new parts replenishment/ordering system. Used as a resource for other Service Centers to manage this process.
- Used as a Pilot site for cleaning, QC and delivery of Patient Handling Devices
- Passed ACHC Accreditation with zero deficiencies.
- Zero LDWI/Accidents
- Member of Kaizen Event Team to improve Service Centers processes and implement lean initiatives.
- Chosen to assist in training of new M3 operating systems for the Southeast territory. Used as a first point of contact to resolve M3 issues.

4/2002 - 5/2009

**Ricoh Professional Services, Maitland, FL**  
*Operations Site Manager*

Effectively managed all account operations including personnel, equipment, service vendors and operational systems at client's facility. Operations consist of the outsourcing of office and document solutions, mail/copy centers, scanning/imaging, shipping/receiving, fleet management, receptionists, and courier services. Duties include developing and maintaining a positive working relationship with clients, training, guiding and supervising all Customer Service Operators, coordinating account production activities to meet all Service Level Agreements, assist with the development and managing of Standard Operating Procedures, identify opportunities with existing accounts for revenue growth, and manage P&L. Accomplishments include:

- Received 100% above average rating in client satisfaction surveys by developing and maintaining solid working relationships with clients.
- Increased account revenue 26% by identifying and implementing opportunities for added services.
- 100% rating meeting all Service Level Agreements by coordinating account production activities and establishing Standard Operating Procedures.
- Awarded the "Hometown Hero Customer Vision Award" for proven excellence in customer service.
- Saved client \$50,000 in operation costs and office expenditures by implementing much needed controls in shipping schedules, mail processes and supplies.

**U.S. Postal Service, Ocean City, N.J.**  
*Supervisor Customer Services*

2/1992 - 1/2002

Efficiently managed fifty employees in the delivery, collection, and distribution of mail and in window activities within the postal service. Duties include sales, training P&L, financial audits, scheduling, customer and employee satisfaction, safety, route audits, and work hour/work load analysis. Accomplishments include:

- Implemented operational programs improving office and street efficiency saving 3,474 work hours.
- Increased revenue 11.4%
- Under plan hours in carrier craft 4.1% and 2.7% in clerk craft.
- Overtime usage under plan 31%.
- Sick leave usage under plan 4%.
- Awarded the "outstanding work place environment award" for South Jersey District.
- Assigned to South Jersey District Route Inspection Team to evaluate operations and make recommendations for service improvements.
- Selected as on-site trainer for Associate Supervisor Trainee program.

**EDUCATION**

1980

**Richard Stockton State College, Pomona, N.J.**  
*Bachelor of Science, Marketing*