ROBERT RAHM

OPERATIONS ● PEOPLE LEADERSHIP ● PROCESS IMPROVEMENT

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PROFESSIONAL SUMMARY

Operations and people leader with a career spanning high-volume hospitality, counseling/teaching, enterprise customer support, technical team management, and manufacturing. Known for building teams, simplifying difficult processes, creating practical training systems, and using data and automation to improve execution.

CORE SKILLS

Team Leadership • Operations Management • **Process Improvement** • Training & Coaching • **Escalation Management** • Data Analytics • **Advanced Excel** • Cross-Functional Coordination • **Customer Experience** • Technical Troubleshooting • **Manufacturing Operations** • Automation

PROFESSIONAL EXPERIENCE

IT Director / Operations & Automation

TFL Door | Current

- Lead technology, process improvement, estimating automation, production-data workflows, customer systems, and operational reporting in a manufacturing business.
- Design systems that connect sales/order intake with estimating, material planning, production information, customer communications, and payment/invoicing workflows.
- Work directly with Cabinet Vision, CNC/laser programming, and shop equipment, allowing process decisions to be grounded in actual production requirements.
- Build web/API tools and Excel/data workflows that reduce repetitive administrative work and make operational status easier to track.

Smart Chat Manager / Mi60–Smart Chat / System Ambassador / Technical Support

AT&T

- Promoted through multiple roles from frontline support to Smart Chat management, combining customer experience, technical troubleshooting, process ownership, and people leadership.
- Managed approximately 5–6 team members who supported representatives taking live customer calls; coached problem solving and escalation handling.
- Identified issues before they became widespread, coordinated evidence and fixes across teams/centers, and created visual guides and process aids for representatives.
- Automated management/reporting work using Snowflake data and Excel workflows; contributed to AutoAssist and Experience Advisor initiatives.
- Consistently Top 5 overall CSD and Top 5 for chats taken; 112.2% performance in Jan. 2023 and 110.5% in Feb. 2023.

EARLIER LEADERSHIP & BUSINESS EXPERIENCE

Executive Chef / Executive Sous Chef

Multiple Restaurants | 2004–2016

- Managed teams of up to 30, including hiring, scheduling, training, performance management, food/labor cost control, and standardized kitchen workflows.

Founder / Operator — Bitcoin Brokerage

2017–2018

- Built websites, networked mining rigs, and managed cryptocurrency buying, selling, and trading across major exchanges.

Full Counselor / Teacher

Mission Bible Training Center | 2019–2020

- Counseled people facing emotional, psychological, and substance-abuse challenges; taught weekly classes and participated in daily team leadership meetings.