

Experienced business leader with a strong record in operations management, financial control, and customer relations. Known for streamlining processes, building loyal client relationships, and leading teams to support growth and service quality.

Work History

2025-10 - Current	Owner <i>Nex Fi Technologies, Baltimore, MD</i> - Directed daily operations and prioritized tasks across business functions. - Developed service offerings aligned with client needs and market demand. - Managed customer relationships and resolved inquiries with timely follow-up. - Coordinated vendors, contractors, and external partners to support delivery. - Monitored budgets, expenses, and revenue to maintain financial control. - Prepared business proposals, presentations, and client communication materials.
2014-07 - 2025-09	Owner/Chief Executive Officer <i>Nexus Financial Limited, Parkville, MD</i> - Directed financial services strategy, aligning operations with client needs and business growth objectives. - Oversaw budgeting, forecasting, and cash flow management to support stable financial performance. - Reviewed risk exposure and implemented controls to strengthen compliance and operational integrity. - Built and maintained client relationships, ensuring responsive service and long-term account retention. - Monitored regulatory requirements and updated internal procedures to maintain policy adherence. - Mentored team members, reinforcing accountability, accuracy, and high professional standards.

Robert H Liggins Jr

Contact

Address
BALTIMORE, MD 21218

Phone
267-975-6881

E-mail
robertl.nexfitech@gmail.com

Skills

- Client relationship management
- Strategic planning
- Project management
- Small business operations
- Consulting
- Staff management
- Staff hiring
- Business management
- Recruitment management
- Market analysis
- Verbal and written communication
- Team leadership

- Managed day-to-day business operations.
- Developed and maintained strong relationships with clients, resulting in repeat business and referrals.

2011-08 -
2014-04

Manager

H&R Block Inc, Northeast Division, Perry Hall, MD

- Coordinated staff schedules and workload priorities to maintain consistent branch coverage.
- Led daily office operations, ensuring smooth tax preparation workflow and timely client service.
- Trained associates on tax software, filing procedures, and customer interaction standards.
- Reviewed returns for accuracy, compliance, and completeness before final submission.

2008-09 -
2011-08

Assistant Operations Director

Paradise Adult Day Care, Baltimore, MD

- Collaborated closely with the Operations Director in setting goals, establishing priorities, and developing long-term strategies for continued success.
- Streamlined operational processes by identifying inefficiencies and implementing targeted solutions.
- Contributed to the successful execution of new product launches by coordinating efforts between sales, marketing, and operations teams.
- Supported recruitment efforts by participating in interviews, evaluating candidates' qualifications and fit within the organization's culture.

2005-07 -
2008-08

Management Analyst

Prometric, Baltimore, MD

- Developed management reports supporting forecasting, planning, and performance review decisions.
- Monitored key metrics and summarized trends for leadership and stakeholder updates.
- Coordinated cross-functional input to refine procedures and align service delivery standards.

- Analyzed operational data to identify workflow gaps and recommend process improvements.

2003-03 -
2005-06

Surgical Technologist

University Of Maryland Medical System, Baltimore, MD

- Maintained aseptic technique throughout cases to protect sterile field and patient safety.
- Passed instruments and supplies promptly, anticipating surgeon needs during procedures.
- Verified counts of sponges, sharps, and instruments before, during, and after surgery.
- Handled high-pressure situations calmly and efficiently, contributing to successful completion of critical surgeries.
- Assisted surgeons in complex procedures for optimal patient outcomes and reduced recovery time.

1996-07 -
2003-02

Case Manager

MD DHR - Department of Social Services, Baltimore, MD

- Conducted comprehensive intake interviews to assess client needs, eligibility, and immediate service priorities.
- Coordinated individualized service plans with community providers, schools, and social service partners.
- Maintained accurate case records, assessments, and documentation in compliance with state and agency requirements.
- Monitored client progress and adjusted interventions to support stability, safety, and self-sufficiency.

1985-10 -
1995-11

Program Analyst

Internal Revenue Service, IRS, Washington, DC

- Analyzed program data to identify trends, risks, and process improvement opportunities.
- Evaluated program performance against guidance, ensuring accuracy and compliance with requirements.

- Developed concise reports, briefs, and correspondence for leadership decision-making.
- Coordinated cross-functional stakeholders to resolve policy, workflow, and operational issues.

Education

No Degree: Computer And Information Sciences

Wright State University - Dayton, OH

No Degree: Computer And Information Systems

University of Maryland, Baltimore - Baltimore, MD