



MASON WILSON

Jr. Associate Support Department Supervisor

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Accomplished professional with a decade of experience in supervising diverse teams to enhance operational efficiency and drive customer satisfaction. Focused on creating a motivating work environment while implementing effective strategies to achieve departmental objectives. Ready to leverage my extensive expertise in team management to support organizational growth and excellence.

WORK EXPERIENCE

Jr. Associate Support Department Supervisor 📅 Apr / 2019-Ongoing
WidgetWorks Inc. 📍 Denver, CO

1. Led a team of 25 associates, driving performance and enhancing customer service in a fast-paced retail environment.
2. Managed training and development programs, resulting in improved team skills and efficiency.
3. Oversaw performance management processes, ensuring alignment with organizational goals.
4. Executed recruitment strategies to hire top talent, enhancing team capability and culture.
5. Facilitated community events and workshops, fostering positive relationships with local stakeholders.
6. Coordinated team meetings and functions to promote a collaborative work environment.
7. Analyzed operational workflows to identify areas for improvement, implementing strategic initiatives.

Associate Support Department Supervisor 📅 Apr / 2015-Apr / 2019
Summit Peak Industries 📍 Denver, CO

1. Scheduled and managed approximately 90 associates, achieving a scheduling accuracy of 99%.
2. Trained team members on company policies and sales techniques, boosting overall sales performance.
3. Developed and maintained training programs for new hires, ensuring smooth onboarding.
4. Supported the recruitment process by screening candidates and coordinating interviews.

EDUCATION

Bachelor of Business Administration 📅 Apr / 2012-Apr / 2015
State University 📍 Seattle, WA

Focused on management principles and operational strategies.

SKILLS

Motivational Skills



Goal Setting



Team Building



Customer Retention



Market Analysis



INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

LANGUAGES



English



Swahili



German

ACHIEVEMENTS

🌟 Increased team productivity by 20% through effective training and development programs.

🌟 Achieved a 95% customer satisfaction rating by enhancing service standards and associate engagement.