



AVA DAVIS

Associate Support Department Supervisor

support@qwikresume.com

(123) 456 7899

Los Angeles

www.qwikresume.com

PROFESSIONAL SUMMARY

Results-driven Associate Support Department Supervisor with 2 years of experience in optimizing team operations and enhancing customer experiences. Skilled in fostering a supportive work culture and providing effective guidance to associates. Committed to utilizing my leadership abilities to improve departmental efficiency and ensure exceptional service delivery.

WORK EXPERIENCE

Associate Support Department Supervisor Apr / 2024-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Scheduled up to 150 associates weekly, adapting to last-minute changes to ensure optimal staffing levels.
- Coached and mentored associates to enhance their skills and support their professional growth.
- Conducted onboarding sessions for new hires, clearly communicating benefits and company policies.
- Built rapport with team members to create a trusting environment for discussing personal and professional issues.
- Proactively identified potential issues and implemented solutions before they escalated.
- Provided guidance on staffing, EEO, scheduling, and performance management to meet departmental goals.
- Ensured timely shipping of quality products by coordinating with manufacturing teams and supporting operational plans.

Associate Support Department Supervisor Apr / 2023-Apr / 2024
Lakeside Apparel Co Chicago, IL

- Supported customer service initiatives by traveling to client sites for direct engagement.
- Gathered customer feedback to identify product quality improvements.
- Collaborated with leadership to recommend service enhancements based on customer insights.
- Developed innovative strategies to maintain high customer satisfaction levels.
- Coordinated service awards and tracked recognition programs to celebrate associate achievements.
- Organized Town Hall meetings to foster communication and action planning within the team.

EDUCATION

Bachelor of Science in Business Management

Apr / 2022 - Apr / 2023

University of Texas

Portland, OR

Focused on management principles, operational strategies, and team dynamics.

SKILLS

Effective Multitasking

Strong Communication Skills

Workforce Planning

Training Development

Time Management

Staff Training

INTERESTS

Reading Fiction

Sports

Fishing

Puzzle Solving

STRENGTHS

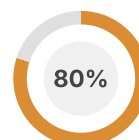
Accountability

Confidence

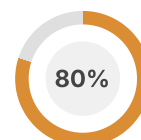
Originality

Resilience

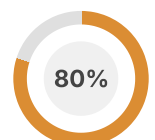
LANGUAGES



English



Arabic



Dutch

ACHIEVEMENTS

Improved associate scheduling efficiency by 20% through innovative planning strategies.

Achieved a 15% increase in customer satisfaction ratings by implementing feedback-driven service enhancements.