CHARLOTTE HARRIS

Computer Operations Supervisor - Level III

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PROFESSIONAL SUMMARY

Innovative Computer Operations Supervisor with 10 years of comprehensive experience in IT operations management. Proven track record of enhancing system performance and leading diverse teams to achieve operational excellence. Committed to implementing strategic solutions that optimize workflows and drive productivity in high-demand environments.

WORK EXPERIENCE

Computer Operations Supervisor - Level III
Maple Leaf Consulting

📅 Apr / 2019-Ongoing
📌 Toronto, ON

1. Supervised the processing of 150,000 customer messages daily, ensuring accuracy and timeliness.
2. Monitored modem and FTP customer transmissions, troubleshooting issues to maintain seamless operations.
3. Ensure data integrity and security through regular backups and audits.
4. Converted customer transmission raw files to company-compatible formats, facilitating efficient processing of 35,000-50,000 priority letters daily.
5. Processed 75-100 Next Day Telegram letters under strict deadlines, ensuring timely delivery.
6. Revised documentation to enhance procedural accuracy and compliance.
7. Filled in for Electronic Mailing Supervisor, overseeing 48 Mailgram printing sites and ensuring operational continuity.
8. Coordinated PC and peripheral hardware maintenance, ensuring optimal performance across all sites.
9. Managed day-to-day operations across various shifts, adapting to changing personnel needs and schedules.

Computer Operations Supervisor
Summit Peak Industries

📅 Apr / 2015-Apr / 2019
📌 Denver, CO

1. Supervised and trained third shift operations team in daily activities, enhancing team performance.
2. Configured JCL for daily and weekly runs, ensuring system reliability.
3. Programmed a Datagraphix Autocom Microfiche unit, improving data accessibility.
4. Gained insights as a Ward Clerk to understand hospital operations, enhancing service alignment.
5. Progressed through roles from Ward Clerk to Computer Operations Supervisor, demonstrating adaptability and growth.
6. Monitored COPs Heat cases, effectively managing workload distribution among team members.

EDUCATION

Bachelor of Science in Information Technology
University of Technology

📅 Apr / 2012-Apr / 2015
📌 Santa Monica, CA

Focused on systems management, network administration, and IT project management.

SKILLS

Unix Administration	Troubleshooting Skills	Performance Optimization	Process Improvement

ACHIEVEMENTS

⭐ Achieved a 30% reduction in system downtime through proactive monitoring and maintenance.

⭐ Led a team that processed over 150,000 customer messages daily, ensuring timely delivery and accuracy.

⭐ Implemented new procedures that improved operational efficiency by 25%, enhancing overall service quality.