

ROBERT SMITH

Electrical Department Supervisor

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SUMMARY

Director with thirteen years of experience in building and leading teamwork, developing management systems, and optimizing production processes for companies in the Petroleum, Natural Gas, and Petrochemical sector in Venezuela. During that time, have collaborated with a company that takes the lead in the segment of Engineering for the Venezuelans Gas Industry. Strong presentation, negotiation, communication, results-focused and follow-through skills.

CORE COMPETENCIES

Microsoft Office, Microsoft Access, Leadership Training, Autocad.

PROFESSIONAL EXPERIENCE

Electrical Department Supervisor

ABC Corporation - January 2005 – January 2008

Key Deliverables:

- Managed the man hour resources to improve the strategic earnings goals.
- Safely operated motor vehicle and provided maintenance.
- Expedited price checks, approving Point of Sale transactions and markdowns for mainline registers, Self-Checkout, Returns, Pro Desk, Special Services, and Tool Rental.
- Provided first level escalation for customer issues and assist in the supervision, coaching and training of new Cashiers.
- Keep current on market and product trends to effectively answer customer questions.
- Complete floor replenishment to guarantee size availability and promote customer satisfaction.
- Provided resources and tools to support those directly helping customers provide the best service.

Electrical Department Supervisor

Delta Corporation - 2002 – 2005

Key Deliverables:

- Fostered a team spirit by setting sales and service expectations and rewarding associates for reaching goals.
- Coached associates to provide exceptional customer service to each customer.
- Exceeded the store managers expectations so quickly, it resulted in transferring to a more challenging department.
- Responsible for the maintenance of the controls for the Computer Numerical Control (CNC) milling machines.

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- Duties included, but were not limited to the supervision and oversight of 1 electrician on an assortment of projects, troubleshooting electrical and .
- Ordered and kept products in stock while keeping inventory down Supervised three employees in my department as well as associates in other .
- Certified to use and operated all equipment regularly including forklift, order picker, reach truck and electric pallet jack.

EDUCATION

GED

