

Robert Smith

Associate Front Line Supervisor

CONTACT DETAILS

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PERSONAL STATEMENT

Experienced professional with 19 years proven achievement in leading high volume operations and distribution management, customer service, human resources, and safety.

WORK EXPERIENCE

Associate Front Line Supervisor

ABC Corporation - 1995 - 2011

Responsibilities:

- Led outbound operation of processing incoming shipments from city pickup and delivery drivers returning to terminal.
- Coordinated unloading of city units to loading of outbound trailers to destination cities, with efficient, safe work methods.
- Supervised 60 warehouse associates, 5 office associates, and 65 drivers.
- Directed safe yard management, to get drivers through check lanes and on the road efficiently and on time.
- Processed owner for transit times, damages, efficiency, administrative closeout, and safety.
- Used Six Sigma tools for process improvements.
- Coordinated EDI inbound and distribution.

Front Line Supervisor

Delta Corporation - 1999 - 2013

Responsibilities:

- Managed front end of store, including 10-20 cashiers Handled all customer service responsibilities for the store Covered member services desk when .
- Supervise 120 machine operators Work with machine builders to make sure both Quality and Quantity needs were met on new machines Traveled to .
- Warehouse optimization and configuration process owner.
- Would also watch over self-check outs, make sure the customers would get out of the store in a timely fashion, by helping them pack up their items in their cart or by helping if they had any problems.
- Would also make future schedules for the cashiers and other employees.
- Helped the store run efficiently and would give input on what should be changed in the store or what could be done to help the store run smoothly.
- Managed Associates in the ringing of orders, balancing cash receipts, customer recover Scheduling staff breaks to include shift change, overtime.

SKILLS

Management,
Operations
Management, Budget
Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

Education

B.A. in Psychology - (LEE UNIVERSITY - Cleveland, TN)