

CHARLOTTE HARRIS

Installation Supervisor

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PROFESSIONAL SUMMARY

Seasoned Installation Supervisor with 10 years of comprehensive experience leading installation teams and managing complex projects. Expertise in enhancing operational efficiency, ensuring adherence to safety regulations, and driving exceptional customer satisfaction. Committed to fostering a high-performance culture and leveraging strategic insights for continuous improvement.

WORK EXPERIENCE

Installation Supervisor Apr / 2019- Ongoing
Seaside Innovations Santa Monica, CA

- 1. Oversees daily operations of the installation department, leading a team of 15 technicians to ensure optimal performance.
- 2. Conducts thorough quality checks while ensuring strict compliance with OSHA policies.
- 3. Supervise installation teams to ensure timely and quality project completion.
- 4. Ensures safety, productivity, and morale of staff while promoting company policies on professional development.
- 5. Addresses escalation calls and outages promptly to maintain service continuity.
- 6. Facilitates weekly training sessions to enhance team skills and knowledge.
- 7. Ensures adherence to installation policies, including project tracking and time management.

INSTALLATION SUPERVISOR Apr / 2015- Apr / 2019
Crescent Moon Design Portland, OR

- 1. Supervises and coordinates the delivery and installation of cabinets and casework for high-end commercial contractors.
- 2. Meets all customer service guidelines regarding service levels and productivity.
- 3. Resolves complex customer issues, ensuring satisfaction and loyalty.
- 4. Manages team productivity and workflow to consistently exceed quality service goals.
- 5. Collaborates with project managers to ensure timely project completion.

EDUCATION

Bachelor of Science in Construction Management Apr / 2012 - Apr / 2015
University of Southern California Seattle, WA

Focused on project management, safety protocols, and construction technologies.

SKILLS



INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Increased installation efficiency by 30% through optimized scheduling and resource allocation.
- Achieved a 95% customer satisfaction rate by implementing rigorous quality control measures.