

SKILLS Technical Proficiency

Process Optimization Tools

Resource Allocation

Business Analysis

Forecasting

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Reporting Skills

INTERESTS

🖈 Surfing

Martial Arts

Community Service

Blogging

STRENGTHS

Patience







LANGUAGES





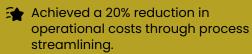


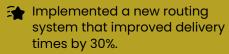
English

Swahili

Russian

ACHIEVEMENTS





JACKSON TURNER

Operations Management Specialist

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PROFESSIONAL SUMMARY

Operations Management Specialist with 7 years of experience in enhancing operational efficiency and leading cross-functional teams. Expertise in logistics optimization, process improvement, and strategic resource management. Proven track record of driving productivity and achieving organizational goals through data-driven strategies and innovative problem-solving.

🔛 WORK EXPERIENCE

Operations Management Specialist

Jun / 2021-Ongoing

Blue Sky Innovations

Thicago, IL

- 1. Supervised a fleet of 63 drivers, efficiently handling inbound communications from customers and drivers.
- 2. Analyzed and redesigned routes to achieve significant operational efficiencies.
- 3. Maintained high customer satisfaction through effective problem-solving and cost-reduction strategies.
- 4. Dispatched deliveries and coordinated logistics for 40-67 physical therapy practices nationwide.
- 5. Made informed decisions to optimize operations and resolve customer service issues.
- 6. Implemented best practices that improved team performance and service delivery.
- 7. Led cross-functional teams to optimize workflow, resulting in a 25% increase in productivity across departments.

Operations Management Specialist

Jun / 2018-Jun / 2021

Cactus Creek Solutions

■ Phoenix, AZ

- 1. Maximized operational efficiency by adapting to changing conditions and collaborating with teams.
- 2. Performed administrative duties including paperwork, filing, and customer support.
- 3. Coordinated delivery schedules and maintained communication with drivers to ensure timely service.
- 4. Supervised over 50 union employees, directing workflow effectively.
- 5. Created and managed analytical reports for operational oversight.
- 6. Oversaw logistics for a center handling 20,000-30,000 packages daily, optimizing driver coordination.

EDUCATION

Bachelor of Science in Business Administration

2015 2018

University of Florida

耳 Santa Monica, CA

Focused on operations management and logistics, gaining foundational knowledge for effective process enhancement.