

# Operations Management Supervisor

## ROBERT SMITH

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### Objective

To obtain an Operations Management Supervisor position that will utilize my skills, abilities, and experience to contribute to the company's success.

### Skills

Planning Skills, Creative Skills.

### Work Experience

#### Operations Management Supervisor

**ABC Corporation** - 2006 - January 2012

- Handled customer concerns and messages in regards to package issues.
- Worked remotely from home at different times during these 6 years.
- Handled customer concerns and received and created reports electronically.
- Dispatched drivers to pickup or deliver packages from orders coming in throughout the day.
- Created spreadsheets and reports for manager.
- Researched and found missing packages or mis-loaded packages and dispatch correct driver to retrieve.
- Assisted On Road Supervisor and Managers with difficult issues and satisfy customers in a timely manner.

#### Operations Management Supervisor

**Delta Corporation** - 2006 - 2006

- Manage Package Center Information System database Track customer complaints and package delivery updates Assist in dispatching and aid communication .
- Responsible for overall management and coordination of a fleet of over 30 delivery drivers including package delivery, package pickup and prevention .
- Managed 40 union employees Tracked inventory of raw materials and reduced shrinkage/loss Established machine inspection and operational tables .
- Supervise staff to achieve daily goals and requirements.
- Daily audits on package trucks before leaving the hub.
- Driver monitoring and support.
- Provide quality customer service.

### Education

Associates Degree