

ROBERT SMITH

Operations Management Supervisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seeking a full-time Operations Management Supervisor position where strong skill sets including: leadership, teamwork, communication, multitasking, creativity, problem solving and technical abilities will create solutions for complex operating challenges.

CORE COMPETENCIES

Mentoring, Continuous Improvement, Scheduling, Operations Management, Training, Microsoft Suite.

PROFESSIONAL EXPERIENCE

Operations Management Supervisor

ABC Corporation - 2012 – 2014

Key Deliverables:

- Supervised and direct hourly workforce and coordinate all administrative activities pertaining to that responsibility (i.e. performance reviews and related documentation, attendance and conduct administration).
- Performed administrative activities such as paying employees, verifying completion of inspection reports, conducting safety conversations, and compiling other reporting as required.
- Enforced rules, policies, practices, and procedures that are passed down from upper management.
- Maintained an awareness of the condition of operating equipment.
- Troubleshoot equipment failures and arrange equipment repairs through the appropriate maintenance personnel.
- Met and exceed managers expectations and company quotas or work completion.
- Accurated and exceptional at record keeping and organizational skills to help center run efficiently.

Operations Management Supervisor

Delta Corporation - 2010 – 2010

Key Deliverables:

- Assist customers and drivers calling center Log fuel and oil along with other data.
- Assist all customers with any problems or concerns that they might have involving their packages.
- Resolve all issues by contacting any and all drivers, getting all information in detail so that I can help all customers to the best of my ability.
- Complete all daily reports involving sales and delivery progress to the center manager for each shift.
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- Resolve customer concerns and complaints, communicate with drivers to help them find customer homes, schedule driver meets.
- Responsible for the dispatching and supervision of a diverse team of 120+ delivery drivers on a day to day basis Answering a high volume call center .

EDUCATION

- BS In Industrial Technology