

ROBERT SMITH

Operations Management Supervisor

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SUMMARY

A highly qualified Operations Management Supervisor Professional with cross-functional expertise in business management operations, teaching/instructing, compliance management, law enforcement administration, and organizational leadership. Experienced in program development, with an in-depth knowledge of strategic operating procedures.

SKILLS

Excel, Communication, Microsoft Office, Minitab, Public Speaking.

WORK EXPERIENCE

Operations Management Supervisor

ABC Corporation - 2018 – 2018

- Assisted in the planning and management of all phases of the daily operations in the center.
- Interpreted, applied and implemented policies and procedures to accomplish the mission of the organization.
- Participated in management decisions and supervised staff.
- Had administrative decision making latitude and served in a leadership role with the freedom to act on and implement the decisions made.
- Utilized authority and accountability delegated by the manager when responding to inquiries, resolving complex problems or issues from clients.
- Responsible for recruiting/selecting temporary office personnel.
- Performed other human resource duties as required.

Operations Management Supervisor

Delta Corporation - 2000 – 2012

- 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.
- Trained and supervised 10+ Customer Counter Clerks contributing to significant improvements in customer satisfaction, and managed operations to .
- Elevated companys guest-satisfaction ensuring the swift resolution of customer issues to preserve customer loyalty while maintaining a vivid .
- Supervise the activities of staff in mail receiving, processing, sorting and shipping operations in a timely, cost effective manner, consistent with .
- Oversaw operations of 40+ employees in a commerce hub, including service providers throughout daily real-time transportation of goods.

SCHOLASTICS

- Doctor Of Business Administration