

ROBERT SMITH

Operations Management Supervisor

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To add value and drive to improve the lives of the community, to be an agent of change and start a career that is going to make a positive difference for the future.

EXPERIENCE

Operations Management Supervisor

ABC Corporation - OCTOBER 2013 - 2020

- Met or exceeded all established standards for accuracy and productivity.
- Ensured that all department and/or corporate policies and procedures are communicated, understood, and adhered to.
- Established and promoted a positive, team-oriented work environment emphasizing employee involvement, pro-active communication, inter-departmental cooperation, and continual improvement on all levels.
- Implemented employee personal development plans as required to ensure the continuing professional growth of department personnel.
- Ensured that all department employees receive specific and detailed orientation, skills and safety training, appropriate materials and information, regular evaluations, and pro-active coaching to support their development.
- Established and maintained an aggressive cross-training program within the department to promote development, enhance flexibility, and ensure backup coverage of vital functions and processes.
- Functioned as an effective liaison and advocate on all levels to ensure that employee, department, and corporate needs are addressed in a timely and productive manner.

Operations Management Supervisor

Delta Corporation - 2010 - 2013

- Supervisor over drivers Dispatch drivers throughout the day to make sure all packages are delivered Answer phone calls Assign all on demand pick-ups .
- Print morning reports and call tags for the day Every morning make sure that all the drivers call tags were out and ready to go before start time .
- Track department metric systems and supervises overall administrative functioning.
- Extensive knowledge of coordinating all of the entities involved in a supply chain.
- Identifies business needs in complex situations, gathering data and evaluating trends to create solutions.

- Contributes to technology strategy, sharing knowledge and expertise to address needs of the business.
- Responsible for maintaining outstanding customer service as per Company standards.

EDUCATION

- Bachelor In Business Management

SKILLS

Inventory Management, Material Handler Operator, Familiar with Microsoft Word, Excel Spreadsheet, Powerpoint Presentation, Windows Administration, Computer Helpdesk Specialist.