

Operations Management Supervisor

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Objective

As an Operations Management Supervisor, responsible for Supervising, scheduling, training, and developing front-line employees performing work in the areas of construction, maintenance, appliance repair, and customer and administrative support.

Skills

Oral and written communication, Adaptability, Group effectiveness.

Work Experience

Operations Management Supervisor

ABC Corporation - June 2009 – June 2010

- Supervised Battalion Staff of 14 people.
- Managed the daily operations of a 244 Soldier Military Intelligence Battalion.
- Responsible for providing support to tactical Human Intelligence, Surveillance, Counterintelligence, Interrogation, Multi-functional Collection and Exploitation and Signal Intelligence Operations.
- Responsible for coordination of all land, ammunition, schools, training and taskings for five companies.
- Accountable for over \$1 million dollars worth of equipment.
- Coordinated and processed training and travel requirements for dozens of schools for a Military Intelligence Battalion.
- Managed generation of orders and processed student TDY expenditures.

Operations Management Supervisor

Delta Corporation - 2004 – 2009

- As an OMS, I was responsible for dispatching all on-call air requests to the drivers, handled customer complaints, and uploaded all of the drivers .
- This was a part-time job I held while finishing my Bachelors Degree at Oakland University.
- Monitor the Package Center Information System (PCIS) Respond to customer requests and resolving customer concerns Administer Service Recovery and .
- Perform account maintenance on pick-up accounts, consignee billing, etc.
- Audit various internal systems and reports Audit time cards and submit corrections Perform light maintenance on hardware and software systems Perform .
- Daily duties included printing out daily reports for the center manager, assigning pickups to the correct driver, processing and following up on .
- Manage drivers for 5 1/2 hours daily Communicate with public customers to ensure the customers needs are met by communicating them to drivers .

Education

MS