

ROBERT SMITH

Operations Management Supervisor

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Dedicated Operations Management Supervisor motivated to maintain customer satisfaction and contribute to company success. Strong customer relationship builder Written and oral communication skills Ability to handle/resolve problems Works well under pressure Reliable, punctual and committed to Excellent guest service skills customer service Proven success in up-selling.

OCTOBER 2012 - DECEMBER 2014

OPERATIONS MANAGEMENT SUPERVISOR - ABC CORPORATION

- SC Composed and drafted all outgoing correspondence and reports for managers.
- Oversaw inventory and office supply purchases.
- Developed methods to establish and clarify customer objectives.
- Effectively managed a high volume of inbound and outbound customer calls.
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched, and resolved customer service issues.

2010 - 2012

OPERATIONS MANAGEMENT SUPERVISOR - DELTA CORPORATION

- Manage and address customer concerns to completion and customer satisfaction Manage UPS Driver daily route via several electronic systems and software.
- Ensure accurate and timely package delivery Manage and dispatch incoming incidental On Call Air pick-ups Re-route mis-delivered packages Monitor .
- Provide security during events with 17,000 spectators at the UNI-Dome Manage 5-20 staff members in crowd control and ensuring facility safety.
- Supervise and work closely with 60 + drivers, their routes and time cards.
- Manage daily last minute changes in routes, pick ups and package distribution.
- Handle all customer care questions and concerns to make sure that the customer had a positive resolution.
- Responsible for end of day package distribution reports and customer care reports.

EDUCATION

BS

SKILLS

MS Office, Outlook, Office equipment, Multiline telephones, Filing, Mail distribution.