

# ROBERT SMITH

## Operations Management Supervisor

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

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### SUMMARY

Seeking an Operations Management Supervisor profession with an outstanding career opportunity that will offer a rewarding work environment along with a winning team that will fully utilize management skills.

### CORE COMPETENCIES

Recruiting, Employee Management, Administrative Assistance, Interviewing Skills, Strong Communication Skills, Outstanding Sales Ingenuity, Professionalism, Well Polished Customer Service/Satisfaction, Proficient With All Office Equipment, Impeccable Attendance, Skilled In Multitasking.

### PROFESSIONAL EXPERIENCE

#### Operations Management Supervisor ABC Corporation - 2014 - 2015

##### Key Deliverables:

- Responsible for the customer relationship activities by providing quality customer interface, proactive customer management, issue resolution, and customer satisfaction.
- Accountable for coordinated with Maintenance, Asset Management, Sales and Marketing to ensure customer satisfaction.
- Ensured policy and processes are followed to optimize running costs and maintenance overhead.
- Effectively developed and lead employees to increase productivity and morale.
- Ensured a safe and productive operation through proper implementation and administration of company policies and procedures.
- Created and executed action plans for continuous improvement to align with quality objectives.
- Ensured branch productivity through effective work scheduling and planning specifically around preventative maintenance, repair campaigns, and OOS vehicles.

#### Operations Management Supervisor Delta Corporation - 2010 - 2012

##### Key Deliverables:

- Inbound Customer Service calls regarding account claims and customer concerns In charge of all main office operations, inbound and outbound calls and .
- Handled all corporate and customer concerns and all misloaded and left in building packages Claims Handler on service failures, company incidents and .
- Problem solved with customers to remedy service complaints Successfully coordinated 115 package car drivers Completed all data entry inquiries .

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- Supervise staff to achieve daily goals and requirements.
- Daily audits on package trucks before leaving the hub.
- Driver monitoring and support.
- Provide quality customer service.

### EDUCATION

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Master's In Business Administration

