

# Robert Smith

## *Operations Management Supervisor*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

Had experience in food services for the past year. I have been lifeguarded for several years, require CPR and first aid knowledge. Currently employed at ups as a package center associate, on the phone or answering the phone mostly speaking with customers regarding the status of their packages, handling customers over the phone, and dispatching driver info over computer and phone.

### **SKILLS**

Knowledgeable In Cpr And First Aid, Customer Service, Food Services.

### **WORK EXPERIENCE**

#### ***Operations Management Supervisor*** **ABC Corporation - August 2013 - 2020**

##### *Responsibilities:*

- Handled of high value items up to \$50,000.
- Handled of customer checks.
- Used customer service techniques, clerical experience, knowledge of the ups system as well as their computer systems.
- Liaised with lateral and higher units to ensure enrollment of students and ensured land and ammunition requirements were forecasted and approved.
- Answered customer concerns or complaints.
- Covered the customer counter when associate was on vacation.
- Assisted customers with all their shipping needs.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

#### ***Operations Management Supervisor*** **Delta Corporation - 2011 - 2013**

##### *Responsibilities:*

- Maintained kitchen inventory and ensured kitchen met company and health standards.
- Developed placement for crew members during shift to ensure deadlines were met, created weekly schedule for dining service team members Employed .
- Managed multiple projects simultaneously using time management and organization.
- In charge of training and daily operations of Equal Opportunity (EO) Representative Courses Served as an advisor to senior leadership on all matters .
- Conducted annual Staff Assistance and Assessments visits to subordinate units; inspected unit EO compliancy through the Division Organizational .
- Responsible for processing service reports Troubleshooting dispatching issues/errors Responsible for Compliance Training, i.e.
- Haz-Mat certifications and etc.

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

### **Education**

BA In Criminal Justice

