

Robert Smith

Operations Management Supervisor

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SUMMARY

To obtain a full-time, long-term position at an establishment that is able to fully utilize my level of education and skills as well as allow me to become a valued member of a team. Punctual, reliable, hard-working, and am an exceptionally fast learner. In addition, not only enjoy working with people, but I also have a unique outgoing personality that tends to make the people around me feel both content and motivated.

SKILLS

MS Office, Oracle, Kofax, Enterprise One, Quickbooks, ACS & ACS People.

WORK EXPERIENCE

Operations Management Supervisor

ABC Corporation - October 2006 - May 2008

- In charged of dispatching 70 drivers everyday for several daily pickups and deliveries.
- Edited and sent timecards for 70 drivers every night.
- In charged of packages reroute and cancelations.
- Prepared daily and weekly reports.
- Dealed with problem solving with irate customers while delivering them their packages.
- Managed all customer orders through the order management wave process, and carrier specifications.
- Managed 70 to 90 full time associates to ensure production, safety, and quality standards are met.

Operations Management Supervisor

Delta Corporation - 2003 - 2006

- Supervise daily activities of drivers and package handlers to ensure all assigned route duties and accomplished safely and timely.
- Respond to and resolve all customer complaints concerning packages, delivery time and driver etiquette.
- Complete and run all daily and weekly reports Perform all administrative and clerical duties as necessary.
- Assisted customers with issues dealing with their packages and managed truck routes.
- Driver Helper Assisted drivers with their daily deliver.
- Manage Package Center Information System database Track customer complaints and package delivery updates Assist in dispatching and aid communication .
- Responsible for overall management and coordination of a fleet of over 30 delivery drivers including package delivery, package pickup and prevention.

EDUCATION

Diploma