

ROBERT SMITH

Support Operations Specialist

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5+ years of experience as an Operations Specialist. Highly motivated, results-driven professional with leadership background who uses strong collaboration and interpersonal skills to deliver quality results. Seeking an entry-mid level position in the administrative profession to use exceptional communication and critical thinking skills.

SEPTEMBER 2015 - PRESENT

SUPPORT OPERATIONS SPECIALIST - ABC CORPORATION

- Reviewing daily freight shipments to ensure timely delivery to meet and exceed customer expectations.
- Communicating with drivers and customers to provide feedback regarding truck and aircraft arrivals to determine delays or timeliness of delivery and coordinate freight pickup deliveries to meet deadlines.
- Collaborating with external carriers to resolve service interruptions when drivers or equipment are unavailable.
- Logging truck information including fuel usage and mileage to provide reports, ensure proper record keeping, and support operations compliance review audits.
- Performing safety inspections and coordinate maintenance to ensure proper equipment functionality.
- Contacting equipment maintenance and repair vendors to coordinate scheduled maintenance and to ensure proper equipment functionality and driver safety.
- Responsible for managing and receiving inventory, parts, and generally managing the back of the house.

JULY 2014 - AUGUST 2015

CUSTOMER PICK-UP COORDINATOR - ABC CORPORATION

- Served as a customer advocate to improve new customer activation, pickup performance, and resolve customer issues in a professional and timely manner.
- Used exceptional team building and motivational skills to increase employee retention rate.
- Coordinate with internal/external stakeholders in response to requests to ensure a positive customer experience.
- Support stakeholders by providing information and updates while assisting with the ongoing implementation of enhanced customer pickup coordination (CPC) processes.
- Monitored customer service requests to ensure an exceptional customer experience.
- Coordinated customer communication to business contact/drive to ensure

timely notification and response.

- Networked with assigned stations to establish and build professional relationships and identify opportunities to improve customer experience.

EDUCATION

Master Of Science in Organizational Leadership - (Colorado State University Global Campus - Greenwood Village, CO) Bachelor Of Arts in Behavioral Science - (Metropolitan State College Of Denver - Denver, CO) Diploma in Certificates - (Alfred State Ambassador)

SKILLS

Customer Service, Employee Relations, Recruiting & Hiring, Time Management, Policies & Procedures, Written / Verbal Communication, Training & Development, Record Keeping, Team Leadership, Regulatory Compliance, Presentation, Safety Processes, Highly Organized, and Teamwork/Collaboration.