

## Objective

Formulating and executing tactical day-to-day and hour-by-hour operating plans to forecast and plan product flow, and adjust staffing based on volume and service level expectations, and also Providing leadership, training, development, and mentorship for Leads and future leads.

## Skills

Training Skills, Supervising Skills.

## Work Experience

### Operations Support Supervisor

**ABC Corporation** - February 2013 – January 2014

- Enforced Operations Support standards and expectations while maintaining safety standards and adherence to environmental permits and regulations.
- Planned work schedules and sequence of operations for operators; approve leave time of operators - Created procedures for the department, created certification cards and study guides for departments - Evaluate personnel training and certification requirements; schedule training as needed.
- Explained work requirements, methods, and procedures to operators.
- Provided guidance when problems arise, investigate work-related problems, and determine the cause and suitable resolution.
- Developed short and long-range plans to accomplish established goals; define resources needed to achieve production objectives.
- Coordinated work with other departments.
- Interviewed candidates for vacancies and recommend selections.

### Operations Support Supervisor

**Delta Corporation** - 2008 – 2013

- Roles, Responsibilities & Oversees Deliver merchandise to Goodwill retail stores Home Pick-Up Donations Collect donations from Goodwill donation.
- Hired, developed, coached, trained, and evaluated Operations Support staff Practiced and taught Continuous Improvement principals Coordinated daily .
- Serve as a liaison for intergovernmental relations regarding federal programs Compose memorandums and articles for Board of Commissioners as well as .
- Supervise 10 clinical support staff for 24/7 coverage Process time-cards, schedule hourly staff and maintain utilization of overtime Maintain Re-.
- Directed daily operations and led a team of representatives to achieve organizational objectives Analyzed data and interpreted reports to identify .
- Responsible for overseeing the day to day billing of medical claims, the maintenance of patients accounts, all the corresponding duties of the .
- Also responsible for working credit bureau disputes and acquisitions through E-OSCAR with the three major credit bureaus.

## Education

