

ROBERT SMITH

Package Center Supervisor

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Package Center Supervisor is responsible for Supervising daily activities of drivers and package handlers to ensure that all assigned duties are accomplished safely and timely, Supervising typically work Monday through Friday however, weekend work may be required based upon location and business needs.

FEBRUARY 2011 - 2022

PACKAGE CENTER SUPERVISOR - UPS

- Supervised a staff of over 30 employees.
- Designed methods to ensure efficient employee performance.
- Submitted sales leads to increase companys market share.
- Directed pre-work communication meetings with drivers and staff.
- Communicated directly with customers to ensure service satisfaction.
- Performed service recovery as necessary.
- Performed daily data analysis to resolve operation issues.

2009 - 2011

PACKAGE CENTER SUPERVISOR - DELTA CORPORATION

- Assist customers and drivers each day to provide excellent customer service for customers, as well as UPS employees, research damages and claims, .
- Payroll- Process weekly payroll garnishments, levies, tax liens for union and non-union employees, audit and correct entitlement banks for all .
- Executed delivery center dispatch plan and coordinates inbound and outbound package process flow to ensure appropriate employee scheduling and proper .
- Inspected work area during preload operations to ensure employees are adhering to proper methods and procedures to reduce injuries and resolve .
- Participated in the development and implementation of work process plans to maximize preload efficiency and achieve business results.
- Identifies, measures, and monitors customer or business needs in order to create solutions, make decisions, and take appropriate actions.
- Interact with external customers on a daily basis Dispatch the drivers Achieve production goals.

EDUCATION

Bachelor Of Arts In Communications

SKILLS

Microsoft Office, Multi-Line Phone System, Multiple Billing Systems, Multi-tasking.